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Logistics News Customers Can Use
LOGLINES

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LogLines magazine is published by the Defense Logistics Agency Office of Public Affairs on a biannual basis. It is a medium of information designed to educate customers on the wide range of products and services that are available from DLA. Each issue highlights agency capabilities, business processes, process changes, and new initiatives.

The audience consists of military service members, federal employees and industry. The contents of LogLines are not necessarily the official views of, or endorsed by, the U.S. Government, the Department of Defense or the Defense Logistics Agency.

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From the Editor

by Mimi Schirmacher

As the year draws rapidly to a close, the level of activity within the Defense Logistics Agency is not slowing down. Our work force continues to support America's warfighters around the clock, around the world, and meet the demands required in order to provide the best possible global logistics support.

On average, DLA awards 4,000 contracts a day. Among the items we buy are uniforms for the nation's armed forces, as well as all the medical supplies and almost 100 percent of the construction materials they use. We further supply them with 90 percent of the spare and repair parts they use for land vehicles, aircraft, and ships, as well as 100 percent of their fuel, oil and lubricants. DLA obtains products from all over the United States and delivers them either to overseas distribution areas or directly to the warfighter at pier side, dining facilities, the flight line – wherever the combat commander tells us to bring the products.

DLA leadership has recog-

nized that the Agency cannot conduct business as usual in today's environment. Now, we are capitalizing on state-of-the-art technology and adopting many best business practices. We are raising the bar for ourselves and we are committed to a goal of logistics excellence.

The Global War on Terrorism has put increased demands on our employees as well as our suppliers. In order to meet the challenges we face, DLA continues to develop partnerships with our suppliers as we move from transactional contracts and focus on readiness and performance management. We are also working closely with our customers in order to conduct customer-facing collaborative planning. In addition, we actively seek innovative solutions to the supply issues facing our troops on the ground. By working in unison, we reduce costs, save time, and improve supply chain readiness.

Director's Message



KEITH W. LIPPERT
Vice Admiral, SC, USN
Director



Message From the Director

The mission of the Defense Logistics Agency is to provide logistical support to America's fighting forces. Since our beginning as the Defense Supply Agency in 1961, we have provided the goods and services that enabled our men and women in uniform to meet the many challenges they faced at home and abroad. It is a mission that we take very seriously today, as we strive continually to improve our performance. We will ensure that our warfighters have what they need when they need it anytime, anywhere, 24 hours a day--that is our goal and our promise.

To make good on that promise, DLA has begun a series of initiatives to streamline our processes and, ulti-

mately, further improve the delivery of our services. Innovations like Business Systems Modernization and Supply Chain Management enable us to borrow the best practices from the private sector and put them to work in the service of our military forces. With our increased emphasis on customer relations management, we are coming closer to being a proactive supplier, anticipating the customer's needs rather than simply waiting for the customer's request. It is this sort of innovative approach to the ever-changing needs of our military forces that makes DLA a world-class combat support agency.

This issue of *LogLines* focuses upon our current initiatives to provide even better customer support. Please

take a moment to read about the Defense Energy Support Center's Customer Relationship Management program and how it is helping DLA to become more familiar with our customers' needs and behaviors. Also take a look at the discussion of Future Logistics Enterprise by Deputy Under Secretary of Defense for Logistics and Materiel Readiness Diane K. Morales, and see how DLA fits into this concept. Learn how the Defense Logistics Agency Criminal Investigations Activity has undergone a transformation to provide better support to the DLA community.

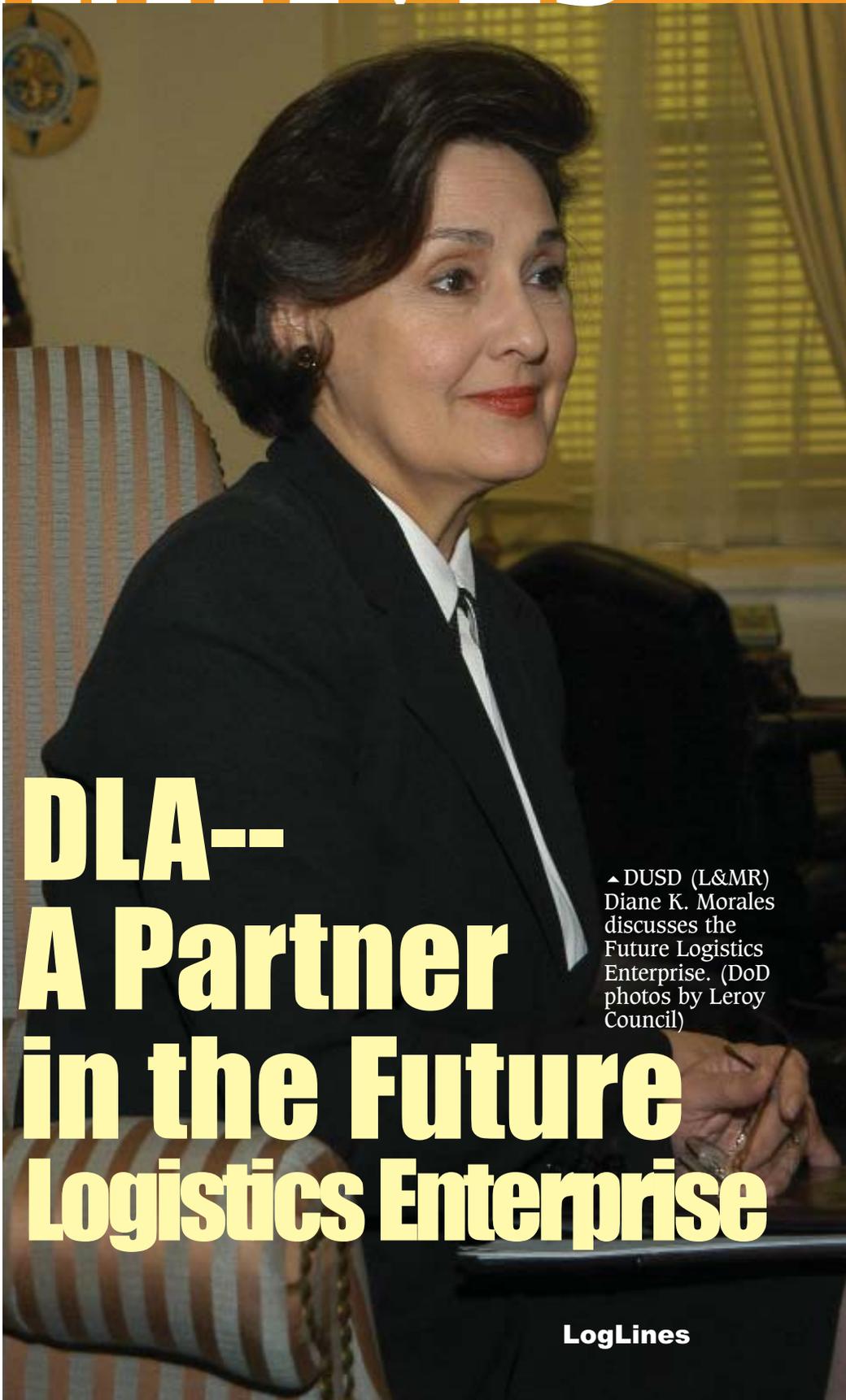
I invite you to glance through these articles, look at the scope of products and services we offer and see how DLA is working hard for you, the customer.

INITIATIVES

Editor's Note: Deputy Under Secretary of Defense for Logistics and Materiel Readiness Diane K. Morales shared her insights on the Department of Defense Future Logistics Enterprise with the DLA LogLines staff.

When I was sworn into office in July 2001, I committed myself to transforming our logistics process to improve warfighter support while reducing the logistics footprint. My vision – the Future Logistics Enterprise – is the transformation of the logistics enterprise to match the requirements of the warfighter. Our requirements out of the Quadrennial Defense Review were to provide our combatant commanders with logistics support to enable forces to deploy anywhere in the world within 96 hours. This meant that we had to bring our supply chain readiness to a state that would allow the combatant commander to follow up with a major, joint force deployment, in theater and ready to engage in less than two weeks. This transformation enables logistics to become a “competitive advantage” to our warfighters, much like Wal-Mart and other commercial firms have consciously focused on enhanced logistics as a weapon against their competitors.

We still are working these issues – our deployment to Afghanistan took about 23



DLA-- A Partner in the Future Logistics Enterprise

▲ DUSD (L&MR)
Diane K. Morales
discusses the
Future Logistics
Enterprise. (DoD
photos by Leroy
Council)

days. We need to cut that in about half. Our advances in planning and increased ability for coordination enabled us to enter Baghdad on day 20. By accurately forecasting the demands on the logistics support mechanisms during the pre-deployment, deployment, and sustainment phases, we were better positioned to provide time-definite support to our warfighters rather than relying on the traditional “just-in-case” material build-up.

In order to succeed in deploying within 96 hours, we had to first create the high-level view of what the warfighter needs for support. In commercial terms this is called the end-to-end supply chain. This supply chain extends from the customer’s customer to the supplier’s supplier and includes processes, enabling technologies, and well-trained people. The concept of the Future Logistics Enterprise originated from this supply chain. The Defense Logistics Agency is the centerpiece of the FLE supply chain and, as such, has been required to rethink its business processes and retool the information technologies used to carry out its mission. I am very pleased to report that under the exemplary leadership of Vice Adm. Keith Lippert, the Defense Logistics Agency is moving forward with an accelerated transformation schedule in order to achieve our high expectations.

To more fully understand the complexity of this effort, we had to examine our supply chain. The three broad concepts of focus for the military supply chain are: Weapon Systems Support, End-to-End

Warfighter Support, and Enterprise Integration.

Our weapons systems sustainment today consumes about 80 percent of all of our logistics resources. We spend about \$64 billion a year on sustainment, through a logistics infrastructure that is functional by military service and not by vertical weapon system support. Our programs separate the acquisition process from the sustainment effort. While program managers are accountable for particular weapon systems, their focus is more on cost, schedule and performance. We applaud the success of these efforts but



believe that refocusing the metric of success on how effective and reliable the weapon system is, is a better method of insuring success in the battlefield. Giving the program managers full visibility and accountability into the total life cycle of a weapon system allows for greater control over the end product: reliability, which translates to combat capability. This is how we will achieve a full life cycle support mechanism. Examples of programs exercising full life cycle responsibility are the C-17, the F/A-18,

and the M1 tank programs.

In addition to building this integrated weapons system support program, we are also negotiating performance-based agreements between customers and suppliers. Giving the program manager the authority to negotiate these agreements greatly enhances our overall program of integrated support. While the customer (Combatant Commander in this case) determines performance parameters like availability and reliability, it’s the program manager that is in the best position to ensure the customer receives what they want, because they have visibility across the process. Again, giving our very seasoned program managers this visibility – and a tool for holding our suppliers to a metric of total life cycle performance – gives us the control over reliability and weapon system performance. These advanced logistics and performance agreements are part of the Future Logistics Enterprise – our vision for a more reliable and agile logistic support system. These programs provide the appropriate authority to the program manager. In this regard, the program manager, the customer, the suppliers, and of course DLA become partners in an end-to-end weapons system support program.

Our integrated supply chain is what we are calling end-to-end distribution and customer service. DLA is again integral to this transformation at both the operational and tactical layers. We are designating service providers, or what we call executive agents, for various goods and

A Partner in the Future Logistics Enterprise

services such as food, fuel, construction equipment, etc. in order to greatly enhance the organization and distribution of combat services in an emergency. These executive agents will provide end-to-end customer service from the supplier to the end user, much of what is expected in the commercial sector. We recognize that the ability to have visibility as to where a part or supplies are in the logistics system is expected in today's technologically advanced environments. In our efforts to build a more agile logistic system we are building in this visibility – “the concept of where is my package” introduced to us by the overnight carriers. We believe that this ability to know where parts, food and supplies are “in the system” will build confidence for the combatant commanders as well as for the logistics work force. This capability will ultimately help us reduce the amount of material required in an operation and become better able to turn swiftly to the next engagement.

Our third objective – Enterprise Integration – enables the entire FLE. The integrated enterprise focuses horizontally from customer back to supplier, not in segmented stovepipes or functional views. Part of Enterprise Integration focuses on information systems and how information flows across the enterprise. Right now, we have over 600 information

systems with over 400 million lines of computer code. Many of these legacy systems are batch-processed with limited network capability. The result is a slow-to-respond information system that is incapable of providing real-time, value-added logistics information that the combatant commanders need. We know that this lack of connectivity and ability to communicate makes our jobs of supplying the warfighter more difficult, so we are moving very aggressively to deliver logistics information systems that take advantage today's technology



and allow us to share data across the functional stovepipe of the military services. Again, DLA is in the forefront of this endeavor with the Business Systems Modernization effort. DLA was the first Enterprise Resource Planning (ERP) effort to emerge and is currently the most successful ERP effort in DoD. As the first to undertake this complex task, DLA developed the framework and the structure to set the example for other DoD enterprise implementations. DLA has participated in the DoD

Comptroller's Business Management Modernization effort and has assisted the military services in growing and managing their efforts as well.

The next step for DLA is to go beyond BSM into Customer Relationship Management, which will synchronize the order entry process to the process of delivering supplies. As is the case in commercial industry, the experience of the customer – the warfighter or combatant commander – and his trust in the logistics system affects the decisions that are made regarding the ordering of supplies and repair parts. If a combatant commander can “see into the logistics system” and know that the supplies are in the theater and soon to be delivered, then he will be less likely to place a duplicate order. The value of knowing about the status of supplies and repair parts is nearly as valuable as having the items in hand. Managing the customer experience is another industry best practice and is crucial to maintaining long-term relationships between suppliers and customers. DLA is again right in the middle of this key function.

DLA is far different today than just a few years ago. We are transforming from a wholesale operation with a limited focus on the customer, to becoming totally customer-oriented. The backorders are down significantly, and customers come regularly to meet face-to-face with the DLA leadership to discuss their needs. DLA is, in many cases, co-located with the customers and in other cases, establish-

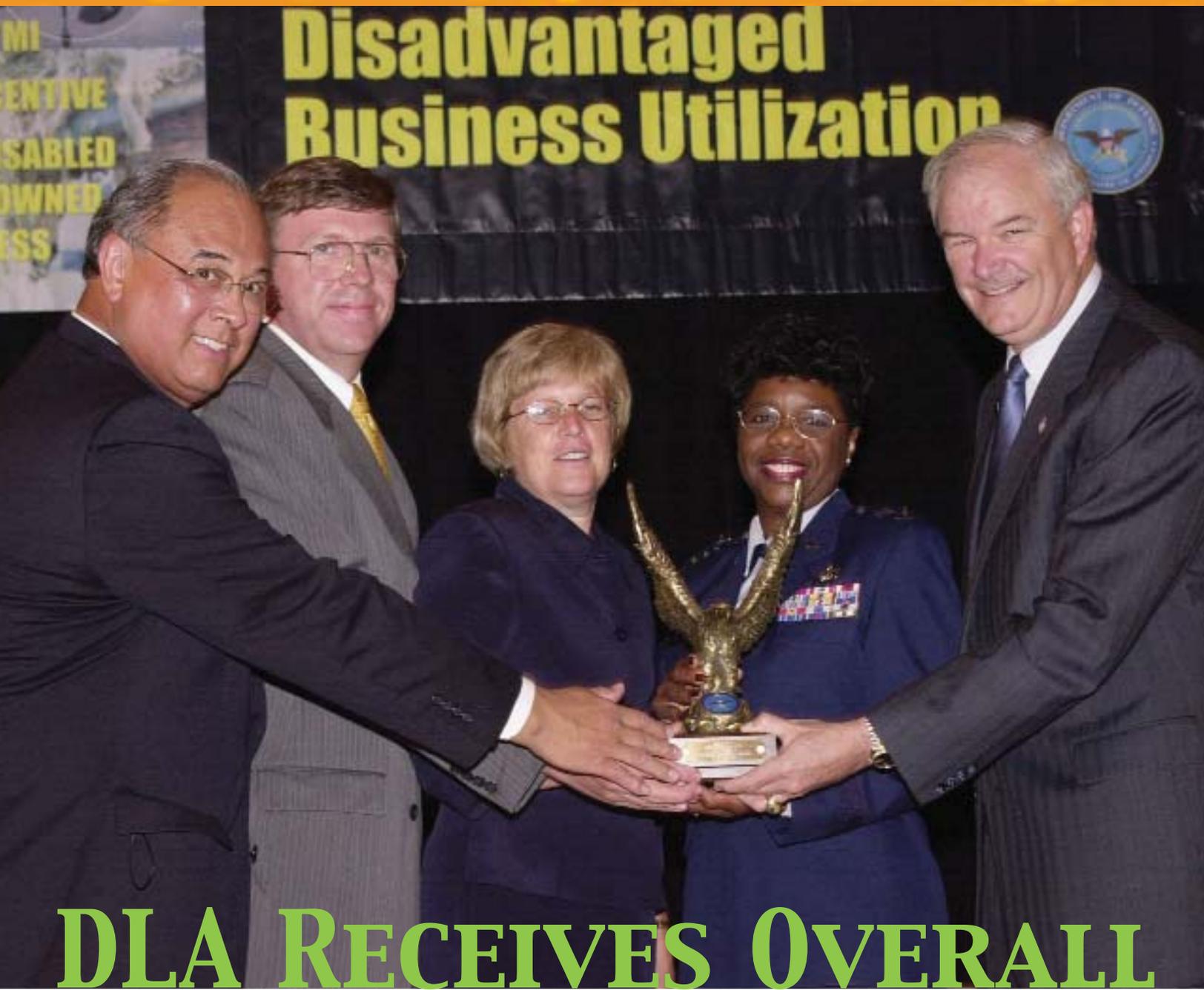
ing new co-location sites in order to be closer to the customers. This coordination in planning, synchronization in effort, and the visibility over the process has substantially improved service to our end customer – the warfighter. DLA has not only changed its face, but the very fabric of its reason for existence.

As with most challenges change has not come easy. I'd like to recognize the DLA's leadership and the extraordinary efforts that have been made to guide the shift in thinking toward a customer-centric operation.

Transformation from a disjointed logistics support effort to an integrated end-to-end supply chain is the future of DoD logistics and is the mission and vision of the Future Logistics Enterprise. We will continue to build improvements within a common system and we will continue to focus on building better logistics support from the service components into a joint theater of operations. The result will be dramatically increased confidence in logistics support, as viewed by the combatant commanders. This confidence will allow a reduced demand for stocking supplies in theater and greater agility for our warfighters.

Today our nation, our friends and allies, face a stern test from a new kind of enemy. Our resolve to defend democracy has never been so strong and our work to transform logistics has never been so urgent. We must strive today to be more prepared tomorrow. ❖





DLA RECEIVES OVERALL

By Joy Kress
DLA Public Affairs Office

The Defense Logistics Agency received the highest Department of Defense agency-level Small Business Program award at the 2003 Small Business Training Conference for Acquisition Professionals, held in

Arlington, Va., in July 2003. The Agency was honored as the top performing major defense agency under the DoD Small Business Program for fiscal 2002. The honor proves that the DLA continues its efforts to actively seek out and buy from small businesses.

The total percentage of dollars given to small disadvantaged businesses by the DLA

increased by 1.3 percent from 3.4 percent in fiscal 2001 to 4.7 percent in fiscal 2002. More than 38 percent of the Agency's contract dollars were awarded to small businesses of all kinds, surpassing the government-wide goal of 23 percent. The Agency also advised 6,301 small businesses at its headquarters and field activities and received a grade "A"

◀ Frank Ramos (left), director of DoD Small and Disadvantaged Business Utilization, and Michael W. Wynne, acting under secretary of defense for acquisition, technology and logistics (right), present the award to (from left) Tom Ray, director of DLA SADBUs; Scottie Knott, DLA senior procurement executive; and Maj. Gen. Mary Saunders, DLA vice director. (Photo by Thomas Wilkins)

for Small Business Program Performance for fiscal 2002 from the Under Secretary of Defense (Acquisition, Technology & Logistics).

Selections for the award were based on the evaluation of each of the eligible 18 agencies' Small Business Program performance for fiscal 2002, as documented in each agency's Small Business Program fiscal report. The one military department and defense agency with the highest ratings for the fiscal year were awarded.

Tom Ray, DLA Director of Small and Disadvantaged Business Utilization (SADBU), commented on the Agency's work over the past year. "This award reflects a commitment from the Agency director, deputy director and senior procurement executive, a partnership between contracting

and SADBU personnel at all levels, and a lot of hard work by buyers and small business specialists at each buying activity," he said. "The small business accomplishments by DLA last year were not easy, but they show what can be done when we work together."

The programs of the week-long small business training conference, "Unity--Working Together," emphasized the necessary balance and interconnected teamwork between Management, Contracting and Small Business Personnel.

Featured keynote speaker, Michael W. Wynne, Acting Under Secretary of Defense for Acquisition, Technology and Logistics, also discussed the value of small business and its function in providing support to the DoD. Wynne offered his understanding to those in the small business sector, describ-

ing his past experiences as a small business entrepreneur in the field of Information Technology.

"Small business is where it's at in the economy, in technology development and where the entrepreneur meets the ideas...into the laboratories, into the engineering studios and ultimately onto the product floors and into the main economy," Wynne said.

DLA Vice Director Maj. Gen. Mary Saunders; SADBU Director Ray and Senior Procurement Executive Scottie Knott were selected to receive the award on DLA's behalf for its overall Outstanding Small Business Program.

DLA provides supply support, and technical and logistics services to the U.S. Military Services and to several federal civilian agencies. Headquartered at Fort Belvoir, Va., the Agency is the one source for nearly every consumable item, whether for combat readiness, emergency preparedness or day-to-day operations. ❖

OUTSTANDING SMALL BUSINESS PROGRAM AWARD

DESC Implements Customer

By Kelly Morris
Deputy Director, Customer Support
Defense Energy Support Center

The Defense Energy Support Center has been providing products and services to military and federal civilian customers for over 60 years. We always seem to get the fuel where it is needed in a timely manner.

Customers seem to be satisfied with the products and services we provide. Why, then, do we need to be concerned with Customer Relationship Management?

In a global information environment, our customers are becoming more demanding. Paul Greenberg states in his book, "CRM at the Speed of Light" that because of broad access to the Internet and customers' demands for instant information, customers are demanding much more than just basic products and services. "When customer demand shifts, so must the enterprise."

In September 2002, the General Accounting Office issued a report and stated that "DLA does not provide a 'single face' to its customers for addressing their issues. To obtain assistance, customers sometimes need to navigate through a number of different channels, none of which are interconnected. This process

causes confusion with customers and fragmented accountability throughout DLA for customer satisfaction." Additionally, customers are "sometimes confused over whom to call and reported difficulties with getting in touch with the right person to resolve their problems." GAO recommended that DLA create a single face to customers to improve customer satisfaction. GAO also recommended that DLA "develop a comprehensive customer-feedback plan to better determine customer needs and solutions to the needs."

CRM Defined

In an effort to improve customer satisfaction and meet customer demands, DLA is developing a Customer Relationship Management pro-

gram. CRM is a commercial approach for developing and maintaining positive relationships with customers. CRM is a combination of strategies that focus an organization around its customers. By developing a customer-centric approach, DLA will be positioned to learn more about its customers' needs and behaviors. By enabling a common repository for customer data, which can be shared across the organization, CRM enhances all aspects of customer service. While profits drive the private sector to focus on being customer-centric, readiness is the driving factor for DLA and DESC to adopt customer-focused strategies. A DLA CRM team defined CRM as a "cus-



◀ Kelly Morris is the deputy director for Customer Support in the Defense Energy Support Center.

Relationship Management

customer-focused strategy using people, processes and tools for setting and meeting mutual expectations that optimize value for both the customer and DLA.”

CRM Approach

The three elements of CRM – people, process and technology – will form the foundation of the DLA enterprise CRM program. These elements, combined with the appropriate strategies, will move DESC from being product oriented to a customer-centric organization. DLA is preparing to hire an external service provider to assist each field activity with CRM implementation. Prior to bringing an external service provider on board, the DESC Customer Support Office is working to identify the “as is” model or state of current DESC customer interactions. The Customer Support Office is analyzing how DESC currently utilizes its work force to support customers and identifying what types of customer processes and technology support a customer-focused organization.

CRM Benefits

DESC employees will benefit greatly from a CRM program. It will improve communications between DESC employees, mili-

tary partners and customers. A customer-focused strategy will enable us to share and leverage information across the enterprise so we can collaborate and develop refined customer solutions. Sharing customer data will allow us to create a unified picture of the customer and provide consistent information and a “single face” to the customer, thus, enhancing trust and improving customer satisfaction.

CRM will allow us to identify changes in customer behavior and will allow us to anticipate or know our customers’ needs based on this behavior. Logical customer segmentation will enable DESC employees to better serve customers and provide seamless support and improved responsiveness to our customers.

Ultimately, with a robust CRM program, which includes an appropriate balance of people, processes and technology, DESC will continue to meet the ever-changing demands of the customer. A shift from a product to a customer focus will enable us to better meet readiness demands, enhance productivity, improve customer knowledge, lower costs and increase customer satisfaction.

Some of its functions include: serves as the DESC liaison to the DLA sponsored CRM initiative; defines CRM requirements associated with DESC business processes; develops operational CRM to interact with customers and facilitate capture of customer data; develops the DESC enterprise customer profile system; and provides marketing and education of customer support concepts and the CRM initiative to both DESC and its customers.

The DESC Customer Support Office is a relatively new office whose mission is to develop and foster customer support concepts across all DESC business areas. These concepts are necessary to maximize relationships with customers, increase efficiency and effectiveness of DESC’s support to its customers, and enhance customer satisfaction and loyalty. The office acts as the principal advisor to the Director and is responsible for the development, implementation, and oversight of the Customer Relationship Management initiative within DESC. ❖

DLA Program Attacking Obsolete Components Challenges

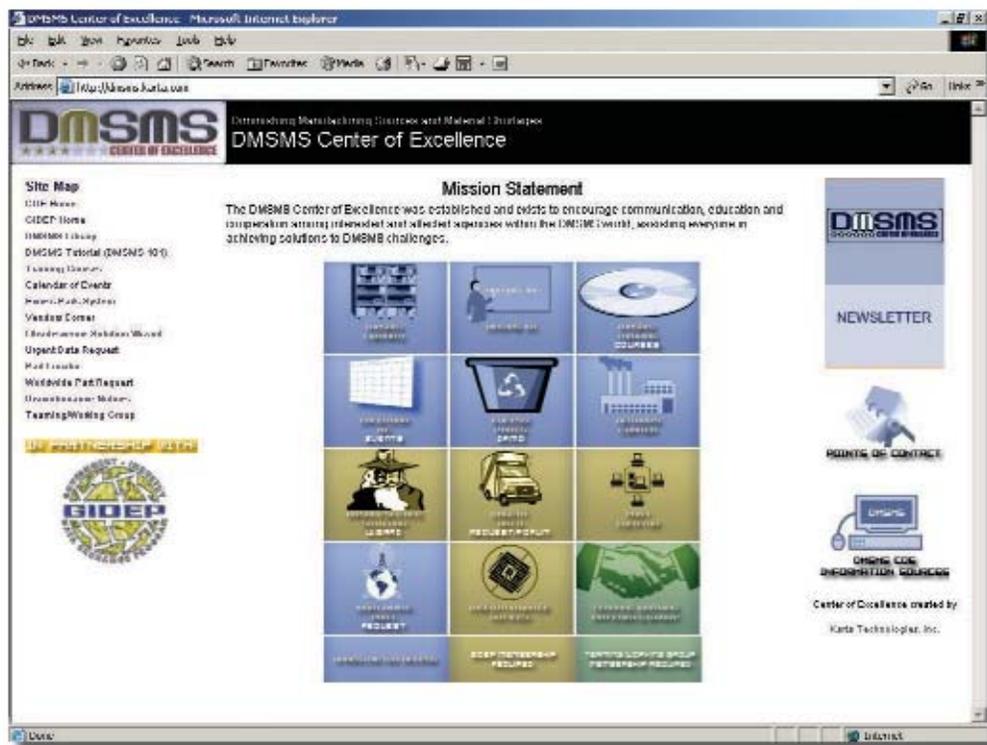
By Alex Melnikow
DMSMS Program Manager
Industrial Capabilities Division

The aging of aircraft, ships, tanks, and a myriad of other Department of Defense weapon systems pose increasing support obstacles for the Defense Logistics Agency's customers. Many weapon systems have undergone lengthy life extensions not planned into the original provisioning and lifecycle support processes. Simultaneously, there has been a reduction in both the number of suppliers and the high reliability devices offered by industry to support DoD's requirements.

The decline in manufacturers, sources, and/or raw materials used to manufacture required items is termed Diminishing Manufacturing Sources and Material Shortages (DMSMS). A sharply declining supplier base for a

given device or material is termed a DMSMS situation. These DMSMS instances are usually driven by lack of viable business base, evolving materials and technology, and competitive pressures. Our customers face increased costs, time delays, and decreased system readiness levels due to DMSMS situations. A sole source situation is the extreme case of DMSMS, a device may reach a DMSMS classification long before a sole source status is reached.

DLA, recognizing its obligations as a value-added logistics organization, has embarked on an effort to offer the Military Services and DoD community a new tool to help mitigate the impacts of DMSMS. DMSMS impacts all levels of personnel in the DoD community including: program managers, item managers, engineers, logisticians, technicians, and warfighters. The impacted organizations and personnel populate program offices, program executive



offices, acquisition activities, in-service engineering activities, DoD Original Equipment Manufacturers, commercial system support organizations, and fielded units throughout the Military Services.

DLA has initiated the DMSMS Center of Excellence (COE) with the goal of providing a one-stop portal to data, databases, references, and the resources needed to assist the DoD community in confronting DMSMS. Oversight and direction are provided through personnel associated with the DLA Industrial Capabilities Division and the Defense Supply Center Columbus, Ohio, DMSMS Office, the logical COE fostering organizations due to their missions. The DMSMS COE is also closely coordinated with the Military Services' and DSCC's DMSMS offices and focal points.

The DoD community utilizes a variety of models to support weapons systems. Most program offices have designated an engineering activity or have some form of contractor support for their systems. Each system faces a somewhat differing set of challenges governed by factors including chosen system support methodology, operational environment, design era (affecting component composition), mission requirements, and lifetime. DMSMS impacts a number of commodities including: microcircuits, discrete semiconductors, connectors, resistors, circuit cards, fasteners, and mechanical components. Despite the variances in each

system's Bill of Material, there are component commonalities among many systems.

However, there is no good centralized focal point leading to the wide variety of predictive tools, data sharing tools, or information exchange forums. A successful DMSMS mitigation strategy must enable information flow and data exchange to allow the DoD community to take advantage of all possible leveraging opportunities consistent with their requirements. The DMSMS COE will function as a value-added facilitator for the required interactions to obtain cost effective and rapid solutions for our customers, leveraging on common problems and solutions.

The DMSMS Center of Excellence is nearing the completion of its pilot developmental year. It is implemented through a support contract with KARTA Technologies, Incorporated. During this initial year, personnel from the DMSMS COE have coordinated with members of the Military Services actively involved in DMSMS prediction, outreach, and resolution. This early activity included becoming familiar with the capabilities of the various DMSMS prediction tools in existence, the various weapon system component interaction forums (including Weapon System Program DMSMS groups and the

Government Industry Data Exchange Program (GIDEP)), the DMSMS policy groups, the component databases available, relevant conferences and symposia, and training availability. The structure for the Center of Excellence has been defined and reviewed. During this period, an internal Web site has been specified and constructed to provide the connectivity required by our DoD customers to address DMSMS. Prior to its release to the users in the coming year, the site is undergoing expansion and review. Plans also call for development of on-line DMSMS computer based training during this second year. The feasibility of integrating a knowledge-based tool that would lead users to the right data source to resolve typical DMSMS situations is being evaluated for incorporation into the COE's capabilities.

The DMSMS COE's out-year efforts will include outreach and enrichment of the content available to users. The goal of the COE is to provide seamless access, perspective, and educational material to all DoD users facing DMSMS challenges in their jobs. The COE does not show any favoritism or bias in its presentation material, providing objective, clear-cut, precise information. ♦

▲ **For further information** regarding the DMSMS Center of Excellence Program, contact David Robinson, DMSMS and GEM Program Manager, david.g.robinson@dla.mil, 614-692-7493 or DSN 850-7493.

DSCP Apparel Vendor Supplies

Diversity,

By Frank I. Johnson, Jr.
Defense Supply Center Philadelphia
Chief, Public Affairs Office

“**T**he Defense Supply Center Philadelphia only asks its vendors to be dependable and cost-effective,” said George Rybarczyk, partner of Creative Apparel Associates in Harmony, Maine. “That’s not asking a lot. We take pride in giving both America’s warfighters and DSCP the best possible business value and quality customer service that they deserve.”

DSCP also leads the way within the Defense Logistics Agency in creating business partnerships with ‘other than large businesses including minority, woman-owned, and small disadvantaged businesses’ amounting

to more than \$2.5 billion annually from total sales exceeding \$7.8 billion a year. So it comes as no surprise that DSCP continues to cultivate supplier diversity with Native American-owned suppliers like Creative Apparel.

Creative Apparel is certified as a small (less than 500 employees), disadvantaged business and is owned by the Passamaquoddy Indian tribe (which has a 51 percent stake), and J&P Apparel Inc. that is owned by George and Sharon Rybarczyk.

“We’re a company of many cultures, backgrounds and experiences and we take great pride in the diversity of the people working for us,” said George Rybarczyk. Creative Apparel

employs a total of about 375 people in its plants with about one-third of its workers being Native American.

During a normal fiscal year, DSCP’s clothing and textile directorate buys about \$100 million worth of the chemical and biological protection coats and trousers ensemble. However, due to increased demands, DSCP expects to buy at least 842,000 of the ensembles valued at \$180 million in fiscal 2003. About 25 percent of these ensembles will come from Creative Apparel.

Visitors to any of Creative Apparel’s plants today almost immediately walk into a sea of woodland and desert colored material being converted into the



▲ Sharon Stafford joins a lining to outer shell of the Joint Service Lightweight Integrated Suit Technology chemical protective coats. (Photos by Frank I. Johnson, Jr.)



▲ From left, David Carr, Holly Sinclair, George Rybarczyk, Fran Tetreault, and Bonnie Jackson talk about manufacturing process associated with JLIST coats. Carr is the plant manager at Creative Apparel’s Harmony and Dover-Foxcroft facilities; Sinclair is a lead inspector; Rybarczyk is Creative Apparel’s partner; Tetreault is a floor supervisor, and Jackson is an inspector.



▲ From left, Jessie Downs and Dawn Brockman perform final inspection on the Joint Service Lightweight Integrated Suit Technology chemical protective trousers. (Photos by Frank I. Johnson, Jr.)

Opportunity, Community

Joint Service Lightweight Integrated Suit Technology ensemble. The shell material is cut in Belmont, and the carbon-liner material for the uniforms is cut at the Eastport plant. The fabric is then shipped to Creative's other factories to be stitched into garments. The garments are then packed and shipped from the Dover-Foxcroft plant.

The JSLIST ensembles' outer camouflage layer repels water and its inner layer is designed to provide the user with protection from the effects of nuclear biological contaminants and toxic industrial material in any form including anthrax, sarin gas and smallpox.

"Making the JSLIST ensemble is a very labor intensive process involving a lot of different operations," said David Carr, Creative Apparel's plant manager at the Harmony and Dover-Foxcroft facilities. "We take considerable care in making sure that each stitch of the ensemble is sewn perfectly because we know these suits could mean the difference between life and death."

Jack London said Creative Apparel brings to the table a unique combination of industry

experience, business insight and executional know-how.

"One of DSCP's primary goals is to ensure the combat readiness and sustainment of America's military in peace and war," said London, DSCP's JSLIST program manager. "Creative Apparel has been an integral partner in breaking roadblocks and helping DSCP continue its practices of being a world class logistical support provider of clothing and textile products." ❖



▲ From left, Travis Seekins and Ted Belcher shown spreading the outer shell material for the Joint Service Lightweight Integrated Suit Technology chemical protective coats and trousers.



▲ Robin Braley attaches crotch straps to the Joint Service Lightweight Integrated Suit Technology chemical protective coats.

DCIA Ensures Mission: Possible

By DLA Criminal Investigations Activity

Defense Logistics Agency Criminal Investigations Activity workers have transformed their organization to better support customers, the Defense Logistics Agency community.

The DLA director established DCIA to augment the efforts of the Department of Defense investigative organizations and to provide investigative capability for matters of interest to the director, matters not suitable for referral to a DoD investigative organization, not within mutually agreed investigative guidelines of the DoD investigative organizations or declined by a DoD investigative organization.

DLA customers are probably most interested in DCIA's least understood but one of its vitally important missions: enforcing trade security controls. TSCs are necessary to prevent the release of materials, technical data and services to parties not friendly to the interests of the United States and its allies. The Defense Reutilization and Marketing Service, either directly or through a contrac-

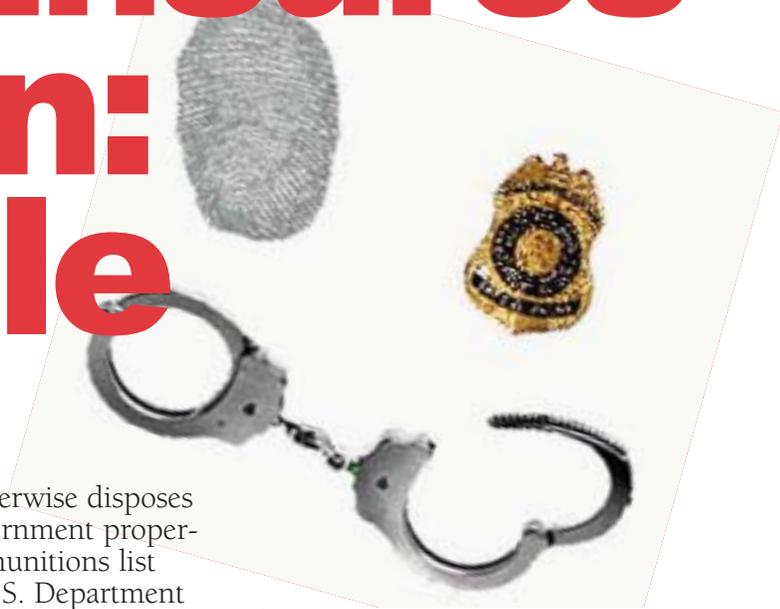
tor, sells or otherwise disposes of surplus government property, defined as munitions list items by the U.S. Department of State, or defined as Commerce Control List Items by the U.S. Department of Commerce. Other DoD entities also engage in sales, transfers, donations or exchanges of these items.

In all instances, a trade security control clearance is required before an munitions list item or commerce control list item can be released to the recipient. Trade security control clearances must be provided to prospective buyers or recipients. The DCIA Trade Security Controls Clearance Office, located in Battle Creek, Mich., determines whether or not a prospective recipient warrants the clearance. The TSC Clearance Office evaluates prospective recipients and their proposed use of the property and determines whether it is appropriate to grant the trade security control clearance or recommend debarment.

Once the recipient has been granted trade security control

clearance and the property transferred, DCIA agents implement measures designed to prevent the illegal acquisition or other unauthorized transfers of such property, including transfers to ineligible transferees. DCIA is charged to ensure all sensitive DoD property, whether or not demilitarized, and whether located within or outside the United States, is transferred in accordance with U.S. laws, regulations and policies administered by DoD, Department of State, Department of Commerce, Department of the Treasury, Office of Foreign Assets Control and Department of Transportation. This is accomplished through the conduct of post-sale investigations that track the property and verify the stated end use of that property.

The Trade Security Control Clearance Office was formerly separated into two elements, one in Memphis, Tenn., and



one in Battle Creek, Mich. On April 5, the TSC Clearance Office was consolidated into a single office in Battle Creek, the headquarters of DRMS, their primary customer. This resulted in better communication with the customer and internal efficiencies that have significantly improved support to the customer, according to Tamara Fivehouse, DCIA director.

DCIA overall has five primary missions. Besides enforcing trade security controls, the best known of these tasks is to provide criminal investigative support to the DLA director and senior staff, commanders of DLA field activities, DLA general counsel and employees of DLA worldwide. DCIA personnel provide this support through timely, thorough and superior quality investigations, criminal vulnerability assessments, referrals, education and liaison for all business areas of the Agency.

DCIA special agents conduct criminal investigations involving persons and property under the charge of DLA or where DLA has an interest consistent with federal statutes and DoD and DLA directives. In performing criminal vulnerability assessments, DCIA special agents identify systemic or crime-conducive conditions that can result in the theft or loss of resources and services crucial to DLA's mission to support the warfighter. They provide this global investigative support and assistance to DLA commanders in areas such as travel fraud, standards of conduct violations and misuse of government resources.

DCIA acts as the records

repository for all reports of significant criminal incidents or property loss generated by any DLA law enforcement activity. DCIA retains record copies of those reports and a database index of those reports and for fraud investigations being conducted by defense investigative organizations and monitored by the DLA Office of General Counsel. DCIA also makes entries to the Defense Clearance and Investigations Index regarding those reports. The index makes criminal investigative and security clearance information available to authorized users throughout DoD and to the U.S. Department of Justice.

As of April 3, DCIA has overall responsibility for the DLA Complaint Program and ensures that it works in concert with the DoD Hotline Program. The DLA Complaint Program may be used by anyone for reporting suspected fraud, waste, abuse or mismanagement with no fear of reprisal or unauthorized disclosure of their identity.



“We recognize the linkage between our mission and the broader DLA mission,” Tamara said. “Therefore, we have fine-tuned and enhanced the DCIA organization and method of operation to more effectively support our customer. The DLA director and vice director, as well as DRMS, and the J-codes, have been incredibly supportive of organization changes, mission requirements, assistance, reengineering and the reorganization.”

DCIA is centralized at DLA

headquarters in Fort Belvoir, Va., although the majority of the DCIA work force is located in 11 DCIA field offices throughout the continental United States and in Hawaii and Europe. “DCIA has been operationalized for years,” Fivehouse said. “We have centralized leadership, records system, databases and program administration. My managers and I visit all our field offices and their supported commanders to ensure that we are meeting the needs of our customers.” The field commanders provide physical support and overhead such as office space, local area network access and major equipment. DCIA supplies and supports the rest.

Previously, DCIA's area of responsibility was divided by program with two types of agents -- trade security controls or general crimes investigations. Now the field offices are regionalized into East and West Regions, and agents have been cross-trained to perform both functions within their regions. “The cross-training in DCIA focuses on the customer and the regionalized areas of responsibility,” Fivehouse said. “The cross-training was extremely important and effective and resulted in doubling the amount of agents available to conduct investigations and criminal vulnerability assessments worldwide for DLA.” An added benefit was a reduction in agent travel.

The DCIA reorganization increased emphasis on the customer -- that is, DLA leaders and employees -- and the timeliness of investigations without sacrificing quality. As Fivehouse explained, “We are working for the DLA community; we are

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DCIA Ensures Mission: Possible

customer-focused. We feel it is more advantageous to partner with our customers and prevent something before a problem happens. We want DLA commanders to choose us for all their investigative needs and concerns. If we can solve the problem, we will do so. If we determine we are not the appropriate agency to take action, we will use our contacts and knowledge of the law enforcement community to get the right people on the job. We know the language and add value to both sides when used in a liaison function.”

As part of the customer focus, DCIA is educating the work force about its capabilities and policies. Special agents give a DCIA briefing to all new DLA commanders, and information on DCIA is contained in new-employee orientation packets.

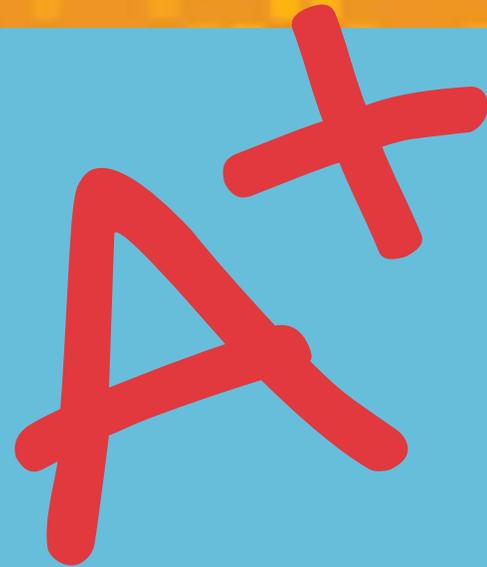
Additionally, in conjunction with the DLA Strategic Plan, Balanced Scorecard and Business Plan, DCIA creates an investigative plan annually that focuses on its customers’ concerns in the areas of fraud, waste and abuse. The investigative plan formally lays out DCIA initiatives and areas of emphasis each year. It is created based on a DCIA evaluation of problem areas and on input from supported commanders about their needs.

DCIA also keeps its agents informed. “We created an Intranet site for DCIA personnel to access the DCIA toolbox that contains policies, proce-

dures, internal guidance and a toolbox of investigative reference materials,” Fivehouse said. The site also contains a calendar for all special agents training and travel schedules.

Many Americans are more security-conscious today than they were before the events of Sept. 11, 2001, and Fivehouse reminded DLA employees what they can do to assist DCIA personnel. “You can help us,” she said. “Be vigilant at work, always promptly report suspicious activities, and trust your instincts.”

As Fivehouse noted, unchecked criminal activity not only costs money, time and resources, but also hinders timely response to military customers. Further, it could contribute to reduced success and loss of life on the battlefield. ❖



By Frank I. Johnson, Jr.,
Defense Supply Center Philadelphia
Chief, Public Affairs Office

You won’t find Trish Downen’s uniform adorned with the medals and insignias that her customers have. Her uniform is plain, and except for the few splotches of color, surprisingly white.

▶ Trish Downen looks on as food is processed for the Meal, Ready to Eat food rations. Downen is a production associate at AmeriQual. AmeriQual currently processes about five million individual meals a month. (Photo by Frank I. Johnson, Jr.)



Service; Quality Performance



▲ Holly Brennan (left) and Carriann Groening inspect pear products being packaged for use in the Meal, Ready-to-Eat food rations. Both are seal inspectors at AmeriQual. (Photo by Frank I. Johnson, Jr.)

While her customers – America’s warfighters – can be found at forts, bases and hot spots throughout the United States and the world, Downen’s work world is in the heart of mid-America on the bank of the Ohio River in Indiana’s southernmost city, Evansville. A food production associate, Downen’s customers are America’s forces that depend on the Meal, Ready-to-Eat food rations during training and actual exercises and operations as part of their food plan.

“I love knowing that I’m doing something to keep our military well-fed by making a quality food ration,” said Downen. “My job is allowing me to do something in my little way to help keep this world safer.”

Downen is part of AmeriQual Group, LLC, a traditionally small, privately held company headquartered in Evansville, Ind. AmeriQual makes both the MREs used by America’s warfighters as well as the salmon-colored Humanitarian Daily Rations bought by the U.S. Department of State to provide temporary nourishment for refugees.

In a normal year, the Defense Supply Center Philadelphia’s subsistence directorate buys about 36 million individual MREs from AmeriQual and two other MRE manufacturers/assemblers. However, during the weeks leading up to America’s efforts to disarm Iraq, the federal government asked these three companies to accel-

erate production to meet demands for an additional 49.2 million meals.

MREs are designed for individuals engaged in heavy activity such as military training or during actual military operations when normal food service facilities are not available. An MRE is a totally self-contained operational ration consisting of a full meal packed in a flexible meal bag that fits easily into military field clothing pockets. There are 24 different MRE entrees ranging from country captain chicken to cheese tortellini and jambalaya. The contents of one MRE bag provides an average of 1,250 calories, and provides up to one-third of the military’s recommended daily allowance of vitamins and minerals determined by the surgeon general of the United States. The entree can be eaten cold or can be heated by submerging the MRE in hot water while still sealed in its individual entree package. Since mid-1992, a flameless ration-heating device has also been packed into each meal bag to heat the entree. The shelf life of the MRE is three years at 80 degrees Fahrenheit. The shelf life can be extended through the use of cold storage facilities

prior to distribution.

Tim Brauer, AmeriQual’s chief operating officer, said the acceleration really tested AmeriQual’s abilities to find new ways to cope, adapt and thrive while continuing to maintain the same product excellence and superior service.

“The easy part was maintaining product excellence,” said Brauer. “However, we had to grow our work force and coordinate getting more products at an unbelievable rate. It wasn’t easy but we did and we’re still doing it.”

Brauer also applauded the efforts of DSCP’s contract specialists and leadership.

“In a perfect business environment it would be great to have adequate lead time during an acceleration or surge for more product,” he said. “During [Operation] Iraqi Freedom, I had concerns about being able to sustain delivery of product when the requirements were constantly changing and funding was questionable. You can have all the ideas you want but when it involves supplying

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A+ Service; Quality Performance

a critically needed item like the MREs, flexibility is extremely important. DSCP did a good job in making sure we knew what was going on.”

During peacetime, AmeriQual makes about 1.2 million individual MREs a month, compared to nearly five million meals today. AmeriQual, which is classified as a small business, normally

employs about 450 workers. Today, its two plants are open 24 hours a day, seven days a week and employ over 1,000 people.

“It fluctuates, but at least 50 percent of our business is contracts with DSCP’s subsistence directorate,” said Brauer. “We’re expecting the requirements for MREs to remain at elevated levels at least through the balance of 2003.”

“Our contracts with DSCP have allowed us to scale new heights,” Brauer added. “AmeriQual is just in its fifteenth year of operation but the best for this company is yet to come.” ❖



▲ Billy Jones, Jr. (left) and a co-worker stack pouches of food. The pouches’ multiple layers allow the food to be sealed and then cooked inside and never exposed to the air again. The food is sterilized in the pouch and then blocked from future contamination. Jones is a retort cart loader at AmeriQual. (Photo by Frank I. Johnson, Jr.)



▲ From left, Phong Nguyen and Vong Heng construct the 11-3/4 inch wound pads being made in conjunction with Elwyn Industries. Nguyen and Heng are both sewing machine operators at Ehmke. (Photo by Frank I. Johnson, Jr.)

By Frank I. Johnson, Jr.
Defense Supply Center
Philadelphia
Chief, Public Affairs Office

One company, Elwyn Inc., located in Media, Pa. has an exclusive contract with the Defense Supply Center Philadelphia’s medical directorate for critically needed muslin camouflage bandages. However, the company needed additional capacity and manpower to keep up with production requirements and delivery. Elwyn, which is an affiliated workcenter of NISH (National Industries for the Severely Handicapped) and a nonprofit human services organization, operates as a full service human development organization.



Two Companies Team Up to Provide Camouflage Bandages

Another company, Ehmke Manufacturing Co. Inc. located in Philadelphia, already has more than two dozen open contracts with the Defense Logistics Agency but had the capacity to take on additional work. In addition to being a small business, the company has a HUBZone certification given by the U.S. Small Business Administration, meaning it is located in a labor surplus or economically disadvantaged area. Ehmke, which was founded in 1929, specializes in the design, fabrication and installation of a diverse selection of technical fabric items.

If it sounds like a good partnership, it is. These companies have joined to produce some two million bandages and wound pads currently on order by DSCP's medical directorate for America's forces. The bandages being made by Ehmke and Elywn are not the typical ones sold in drug stores. These bandages and wound pads are made from rolls of olive green fabric and spools of cotton.

"With recommendations from DSCP, Elwyn realized the

benefit of partnering with Ehmke," said Robert Rosania, Ehmke's chief executive officer and owner. "In exchange, Ehmke has gained experience in an area of work never previously explored."

About 85 percent of what Ehmke's employees make end up in the hands of the U.S. military or their allies. The company has been doing business the U.S. military for over 60 years, but has focused on those items procured by DSCP for at least the past 15 years.

Contracts with DSCP include everything from the mobile field kitchen covers, screens and roof canopies, to medical cases, hospital linen cases, and webbing straps. Contracts with other DLA activities include acoustical blankets for CH-47 helicopters with the Defense Supply Center Richmond, Va., and vehicular curtains, helmet chin straps, and 50-caliber machine gun covers for the Defense Supply Center Columbus, Ohio.

Inside their shop is a banner that reads 'Our Troops Deserve the Best.' "All of our employees

▲ Dyung Pham, sewing machine operator at Ehmke, works on a component of the medical cases. (Photo by Frank I. Johnson, Jr.)

realize the importance of providing quality products to those folks that are out there in harm's way," said Rosania.

The Boeing Company recently named Ehmke as its 2002 Global Supplier of the Year for Small Business for their design, fabrication and installation of thermal/acoustical blankets for the CH-47 Chinook and V-22 Osprey helicopters.

Rosania said that DSCP and DLA have made great strides in understanding that the lowest cost product may not represent the best value to the government.

"When we started doing business with DSCP the primary concern was the lowest price and fastest delivery," he said. "At Ehmke, we have a lot of value-added built into our products so we can respond to the evolving needs of DLA and the U.S. military." (excerpts printed courtesy of Ehmke Manuf. Co. Inc.) ♦

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By Frank I. Johnson, Jr.
Defense Supply Center Philadelphia
Chief, Public Affairs Office

At Federated Wholesale Inc., headquartered in Atlanta, Ga., Tammie Kiker has built a small, woman-owned business that understands the importance of having a plan, particularly when it involves providing top quality products in a timely manner.

Her approach to running her business is the result of a highly developed network of doing business with reliable companies that provide the 25 or so different products needed to assemble health and comfort packs for America's forces. Federated, which has been involved in the comfort kit industry for about 12 years started doing business with the U.S. Defense Department about six years ago. The company's other customers include veteran's hospitals and the American Red Cross.

The Health and Comfort Packs (HCP) are designed to provide forward area troops with the everyday non-food necessities they need for their health and comfort when the exchange system or local stores are not available to them. While the contents may change some based

on field surveys, the basic list of items generally remain the same.

"If the Defense Department calls Federated, we know we're going to war," said Tammie Kiker, Federated's owner. "The health and comfort packs take care of basic physical needs but what it does for their souls make them stronger. We get a lot of letters from soldiers saying seeing a certain product reminds them of home. It makes them feel like somebody cares."

There are three types of HCPs.

Type I prepackaged HCP bags, which are suitable for both men and women, include toothbrushes, toothpaste, shaving razors, and soap. The intent is to supply 10 individuals for 30 days. Each shipping container contains 10 prepackaged polyethylene bags with a drawstring closure containing a designated quantity of 14 items for issue to 10 individuals.

The Type II bags are targeted to supply 10 females for 30 days. Its

► **During a rest break from rappelling drills, a member of Fort Benning's A Company**

1/19th inspects some of the items contained in the Health and Comfort packs provided by Federated Wholesale Inc. The company annually provides Type I, II and III health and comfort packs under various contracts with the Defense Supply Center Philadelphia's subsistence directorate. Federated is a small, woman-owned business based in Atlanta.



For This Small, Woman- “Good Eno

contents include sanitary napkins, personal hygiene body wipes, and hairbrushes. The Type III is a washcloth-sized personal hygiene body wipe. Its contents are intended for use by 10 individuals, male or female.

In support of Operation Iraqi Freedom, Kiker said Federated did about \$4 million worth of sales in health and comfort products in one month where normally it would take about four years.

“Once they (the Defense Supply Center Philadelphia) awarded us the contract they sent us orders on a daily basis specifying that they needed the supplies within 10 days,” she said. “That’s how much more work had to be done because they needed and wanted everything now. It got to the point to where it wasn’t about business, it was about making sure the product got to the soldiers.”

“We normally give Federated

▼ From left, Nancy Ochoa, Leticia Tritan and other co-workers put the finishing touches on the Type I health and comfort packs. During the height of America’s involvement during Operation Iraqi Freedom, Federated Wholesale did about \$4 million in sales in just one month.

By comparison, it would take about four years for Federated to generate this amount of sales of health and comfort packs in support of America’s forces.



feeling of exhilaration, of pride that a small, woman-owned business would have this opportunity to help fulfill the troops’ needs,” noted Helene Tisdale, the company’s contract coordinator. “There were some conflicts because of how soon the kits were needed and where they had to go, but in the end the troops got quality products, and they got what they needed.”

While there’s nothing like recognition and a few pats on the back for a job well done Kiker said that her satisfaction comes from knowing that she’s helping to make life a little easier for America’s forces and for its veterans.

“I don’t ever want this company to be satisfied with just good enough,” she said. “We are a company of choice for the Veterans Administration and the Defense Department. We’re here to stay.” ❖

about a 30-day lead time to begin delivering,” said Bill Woltjen, a contracting specialist in the DSCP subsistence directorate. “The volume that we hit them with during the early phases of Operation Iraqi Freedom caused Federated some challenges but they did a good job in meeting an accelerated delivery schedule.”

“When we were first awarded this contract, there was the initial

◀ Tammie Kiker (right) talks with suppliers while workers pack components that are used in the health and comfort packs. Kiker is the owner of Federated Wholesale Inc. (Photos by Frank I. Johnson, Jr.).

Owned Business

ough Isn't”

A New Procurement Tool DSCC Adds Automated Indefinite Delivery Purchase Order

By Tony D'Elia
Defense Supply Center Columbus
Public Affairs Office

The latest addition to the Defense Supply Center Columbus, Ohio, automated award toolbox is the Automated Indefinite Delivery Purchase Order contract. AIDPO is another means DSCC uses to get its military customers what they need, when they need it, and at the best price.

AIDPO is an enhancement to DSCC's procurement processes. During the past seven years, DSCC has successfully utilized the Procurement Automated Contract Evaluation, or PACE, for awards that specify a firm quantity and delivery of supplies. PACE awards more than 9,000 purchase requests, or PRs, per month with an average administrative lead-time, or ALT, of 17 days. However, PACE is limited by a 14-day solicitation period and repetitive buyer assistance required for certain hard-to-buy items. These limitations, along with the Defense Logistics Agency's increased focus on the use of long-term contract methods for strategic material sourcing items, led to the creation of the new AIDPO contract.

A goal of AIDPO is to reduce administrative lead time, while at the same time increasing the number of long term contract awards for Strategic Materiel Sourcing (SMS) National Stock

Numbers, without increasing manual workload. Since August 2002, there have been 4,450 AIDPO basic contracts awarded either fully automated, or with minimal human assistance. Of those, 4,095 were for SMS NSNs, the business drivers for DLA.

AIDPO development began when the DSCC Executive Steering Group chartered Director of Corporate Information Brad Lantz to find an automated way to create long-term contracts. To face the challenge, Lantz brought together a group of DSCC associates with diverse backgrounds in acquisition, policy, systems and programming to form the Automated Indefinite Delivery Purchase Order Team. The team's mission was to develop automated indefinite quantity contracts using simplified acquisition procedures for repetitive stock buys that would normally flow through the PACE system.

IDPOs were chosen for automating because they had historically provided a means to use facets of long term contracting under simplified acquisition procedures. By focusing on IDPOs, the team was able to capitalize on the existing automated simplified acquisition

framework of DSCC's Internet Bid Board and PACE systems. This provided a fast-track development process.

The team gathered information from manual IDPO buyers and DSCC acquisition and supply experts through interviews and focus groups. Although alternate options were explored and presented to the DSCC Acquisition Council, the solution that was chosen and approved solicits an AIDPO agreement in the absence of a live procurement request, but within 90 days of the NSN's expected reorder point. This ensures that the long-term agreement is in place when a PR is released, but does not obligate government funds without an actual requirement.

The system was tested in August 2002, and after some modifications, it was implemented at DSCC, Jan. 2, 2003, in DSCC's Commodity-Based Applications Group.

The AIDPO program makes an award decision before a new stock PR is issued except where the award requires substantial evaluation and negotiation by a manual buyer or demands are not as anticipated. Therefore, the optimum ALT for a new stock PR awarded as a delivery order against an AIDPO basic would be two days (a day to hit and a

procurement cycle to make the award), which is substantially better than the 17-day ALT for a normal PACE award above the micropurchase threshold (\$2,500). NOTE: Fast PACE does attempt to make early micropurchase awards beginning four days after the PR issue date.

For the last three months, nearly 75 percent of all AIDPO delivery orders have a PR processing time of six days or less. By comparison, less than half a percent of PACE awards carry a processing time of six days or less and those are micropurchase awards only. As the program matures, officials expect to continue approaching the AIDPO goal PR processing time of two days, with the exception of aging PRs that are also picked up and awarded by the AIDPO program.

With no impact on buyer workload, AIDPO has reduced purchase request processing time and is considered a major contributor to DSCC's success in meeting its SMS goals. As the program matures, officials expect to see positive impacts on other DSCC key metrics such as logistics response time and automated award volume. By improving these metrics, AIDPO ultimately results in increased customer satisfaction, supply chain management, supplier relationships and inventory management. ❖

▲ **For more information** about the new Automated Indefinite Delivery Purchase Order contract, contact Kathryn Minor at 614-692-7045, or DSN 850-7045.

Care of Wounded Improved at Camp Arifjan

The Defense Reutilization and Marketing Service team works hard to reutilize property and a recent example from Kuwait demonstrates how this saves money, but more importantly how this supports our warfighters engaged in Operation Iraqi Freedom.

Camp Arifjan's Troop Medical Clinic in Kuwait treats soldiers from the camp as well as some injured soldiers from Iraq. The clinic had an aging, portable X-ray machine that was unreliable. The unit's supply personnel were tasked with finding an X-ray unit capable of handling the clinic's demands.

Since X-ray machines listed in good condition did not appear on the DRMS Web site, the team went one step further and asked the Defense Reutilization and Marketing Offices to check if any units anticipated turning in an X-ray machine in good condition. The DRMO at Mountain Home, Idaho, located an X-ray machine in exceptional condition. The machine was requisitioned and shipped July 9. Just two weeks later, the used X-ray machine, with an original cost of \$45,000, arrived at Camp Arifjan at no cost to the unit.

The machine is operational. According to DRMS employee Bryan Russell, the Camp Arifjan

▲ DRMS employee Bryan Russell stands next to the much-needed X-ray machine. Supply personnel at Camp Arifjan have learned how to use the DRMS Web site to secure other property at no cost and are awaiting the arrival of an EKG machine and optical equipment.

X-ray technician is very excited about the new machine and stated that it will dramatically improve the quality of care for soldiers fighting in Iraq and stationed at Camp Arifjan. Russell is the lead contingency planner currently serving a 4-month tour in Kuwait.

Supply personnel look forward to receiving more medical equipment

Camp Arifjan supply personnel are now fully trained on how to acquire reusable equipment and are anticipating the arrival of an EKG machine and various pieces of optical equipment.

As part of the Defense Logistics Agency, DRMS provides Department of Defense units with critical disposal services for material no longer needed for national defense. DRMS is headquartered in Battle Creek, Mich., and is responsible for property reuse (including resale), hazardous property disposal, demilitarization, precious metals recovery and recycling program support. ❖

▲ **For more information** about DRMS, call 269-961-7015 or visit <http://www.dla.mil/drms>.

Norcross Safety Makes Overshoes for America's Finest

By Frank I. Johnson, Jr.
Defense Supply Center Philadelphia
Chief, Public Affairs Office

On license plates throughout New Hampshire you see the slogan “Live Free or Die.” And on marquee signs “God Bless America”, “Our Thoughts and Prayers are With Our Troops”, “Thanks to Those Who Wear Our Uniforms” and other patriotic sayings are displayed in six and eight inch letters in Central Corridor cities like Concord, Manchester and Merrimack.

But it's at the Norcross Safety Products plant – in Nashua, just a few minutes from downtown – where you'll find one of the best examples of the beauty of patriotism and workmanship at its best. It's here where some 60 employees are working at an accelerated pace making black vinyl overshoes.

“We're making top quality protective overshoes that can help save lives,” said Brenda Martinez, a button machine operator at Norcross. “Our overshoes—thousands and thousands of them—are being used around the world for training and to help keep our



◀ Deborah Lowrimar (right) and Ron McKechnie compile data. Lowrimar is the human resources and purchasing manager at Norcross Safety Products, and McKechnie is Norcross' plant manager. The Norcross facility in Nashua, N.H. makes black vinyl overshoes

warfighters safe.”

The overshoes that Martinez is talking about are a separate but complimentary component of the Joint Service Lightweight Integrated Suit Technology protective clothing ensemble. JSLIST, as it is more commonly called, is designed to provide the user with protection from the effects of nuclear biological contaminants and toxic industrial material in any form. They cost about \$14 a pair, and excluding size 19, comes in sizes ranging from three to 20.

The Norcross facility is one of just a couple of firms in the United States still operating a

slush molding facility to make shoes. Slush molding is a process which uses a liquid compound instead of pellets. The mold is filled up with the liquid and then dumped out.

Even as the focus of America's warfighters deployed to Iraq was transitioning from warriors to peacekeepers and providing security, boxes of overshoes were being finished and readied for shipment to replenish supplies. In a normal year Norcross makes about 450,000 pair of overshoes.

Ron McKechnie said this was



▲ From left, Angel Maldonado and co-workers shown working on the black vinyl overshoes made at Norcross Safety Products plant. The protective overshoes are designed to provide the user with protection from the effects of nuclear biological contaminants and toxic industrial material in any form.

anything but a 'normal' year. "In November [2002], we got word that we'd probably be asked to accelerate production of the overshoes in January," said McKechnie, Norcross' plant manager. "That gave us plenty of time to get more people hired, trained and ready. We went from making 450,000 pair of overshoes a year to about 109,000 every month. Our work force really rose to the challenge. The extra work also was a welcomed boost to the local economy."

To the casual eye, the black vinyl overshoes look similar to the galoshes worn over shoes during inclement weather. Other than the fact that

they're still being made in the United States, it's what you can't see that makes these overshoes unique.

"What makes the overshoes different is the formulation, the poly vinyl chloride (the same product used to make things like raincoats and shower curtains, and even water pipes), and other special chemicals that repels chemical and biological gases," he said. "If you don't have them on your feet you don't have full protection."

McKechnie gave the Defense Supply Center Philadelphia's clothing and textile directorate and Norcross' parent organization

in Rock Island, Ill., high marks for its handling of the acceleration process prior to the beginning of Operation Iraqi Freedom. He said that it's satisfying being able to contribute to America's successes in Iraq.

"Definitely. I've never been in this situation where there was an acceleration," he said. "It was a lot of work but we always welcome the opportunity to support America's warfighters anywhere else that they might be. I'm proud that we accomplished what we had to do in a timely manner." ❖

Partnerships Develop For Improved Readiness

By Scott Andreae
Defense Supply Center Richmond
Public Affairs Office

With goals of continuing to build and improve relationships, move from transactional contracts to full partnering, and a focus on readiness and performance management to improve warfighter support, the second Senior Executive Partnership Round Table met May 13 in Greenville, S.C.

Senior executives and managers from the aviation industry; Air Force, Navy and Army; Defense Logistics Agency (Defense Supply Center Columbus, Ohio; Defense Supply Center Philadelphia; and Defense Supply Center Richmond, Va.); and Defense Contract Management Agency attended the meeting.

Defense Supply Center Richmond Commander Brig. Gen. James P. Totsch, USAF, reviewed the performance measurements for the 14 manufacturers that are in supplier teams. "The supply system is seeking availability, reliability and affordability of spare parts," Totsch said.

"What we don't agree on is how to achieve that," he said. "Through continuous dialogue and alliance partnerships, we can figure out how to achieve the end state we all desire for the warfighter."

Round table participants discussed such issues as perform-

ance metrics, balanced scorecard, strategic supplier alliances, performance-based logistics, electronic commerce, contract management, forecasting models, small business, Business System Modernization, transformation and purchasing and supply chain management.

Two industry executives gave their perspectives on strategic supplier alliances: Stephen D. King, manager for emerging programs at Boeing, and Larry W. Jones, vice president of customer support at Pratt & Whitney military engines.

Industry should look at how other companies operate, King said. "It's competition, but it certainly works toward a common goal," he said. Boeing programs such as the C-17 and F-18 Super Hornet share assets, said King.

Pratt & Whitney's partnering objectives include providing best value, reasonable return on investment, improving relationships and paving the way for future efforts, Jones said. "Lowest price doesn't always equate to best value," he said.

Totsch wants to create long-term contracts for items that have high annual demands. "I'd like to get out of the business of stocking these and get you in the business of stocking them," he said to the industry representatives. Doing so will allow DLA to devote more resources to low-

▶ Larry W. Jones, vice president for customer support at Pratt & Whitney military engines, describes partnering objectives at the Senior Executive Partnership Round Table. (Photo by Scott Andreae)

volume items, which tend to be put on back

order for a long time.

"We've got to get a win-win situation where the four players are the original equipment manufacturers, DLA, the military services and small business," Totsch said. "We historically have only done partnerships on fielded systems when we're in a crisis and forced to do so. We can do it all the time."

To that end, the Navy, Army, Marine Corps, Air Force, DLA and Boeing agreed to partner under the auspices of an alliance to develop a performance-based plan across the F-15, F/A-18, CH-46 and CH-47 weapon system platforms.

"The exchange of ideas and thought-provoking discussions are invaluable as we continue to build strategic relationships," said Al Sligh, chief of strategic alliance managers at DSCR. The four strategic alliance managers on Sligh's staff met with the senior executives and managers to discuss Round Table topics related to the efforts being worked between the strategic alliance managers and industry partners.

Lockheed Martin Aircraft and Logistics Centers hosted the Greenville meeting. The Round Table meets again in November 2003 in St. Augustine, Fla., hosted by Northrop Grumman. ♦



AMERICA LOGISTICS TOOLS SUPPORT LATVIAN FORCES IN IRAQ

By Tim Hoyle
Defense Logistics Information Service
Public Affairs

When Latvia provided its support to operations in Iraq, American logisticians practically lent them the shirts off their backs to help them adapt to their new environment.

Since their forces do not usually need desert camouflage uniforms, the Latvian National Codification Bureau (NCB) requested U.S. assistance in locating items of camouflage battle dress such as coats, trousers, and the floppy, wide-brimmed "boonie hats." Technicians at the Defense Logistics Information Service (DLIS), in Battle Creek, Mich., used their cataloging expertise to quickly locate the stock numbers for the desired items. A contingency plan calls for U.S. Army forces in Iraq to provide this type of equipment, especially since the Latvians have nothing comparable in their national inventory.

The support DLIS personnel provided was part of their mission as the U.S. National

Codification Bureau to offer codification and liaison services to North Atlantic Treaty Organization countries and other allied nations on items produced in the United States. Their expertise in the Federal Catalog System – which also serves as the foundation of the NATO Codification System (NCS) – gives DLIS personnel the added role as the U.S. NCB and representative to NATO

codification methods.

As part of the Defense Logistics Agency, DLIS employees create, obtain, manage and integrate data from several sources. They share this data through user-friendly products and services such as the Logistics Information Network and the multilingual compact disc that support logistics operations throughout the Defense Department, allied

and coalition operations, other federal agencies and elements of the private sector. Their expertise in cataloging and information management makes DLIS personnel important contributors to electronic commerce between the U.S. government and its many suppliers. For additional information, visit

www.dla.mil/dlis
or call 269-961-7015.

DLA provides supply support, and technical and logistics services to the U.S. Military Services and to several federal civilian agencies. Headquartered at Fort Belvoir, Va., the Agency is the one source for nearly every consumable item, whether for combat readiness, emergency preparedness or day-to-day operations. ♦



▲ The uniforms provided to Latvian forces are similar to the camouflage clothing worn by this U.S. Marine shown atop his Light Armored Vehicle 25 providing security in support of Operation Iraqi Freedom. (U.S. Army photo by Staff Sgt. Terence L. Brown)

codification panels and task groups. This means they also provide cataloging services on all matters related to international codification, support allied nations in their establishment of NCS-compliant cataloging systems, and offer training to NATO members and sponsored nations regarding American and NATO codi-

Initiatives

New DSCC Land-Based Weapon Systems Group Unit To Work With Customers

Organization to work closer with customer, future planning

By Mike Ward
Defense Supply Center Columbus

In an effort to work closer with customers and increase its ability to provide the right item, at the right time, at the right price, the Defense Supply Center Columbus, Ohio, Land-Based Weapon Systems Group has created a new organization.

According to Col. Milton Lewis, USA, director of the DSCC Land-Based Weapon Systems Group, the new unit is similar to units in DSCC's Aerospace and Maritime weapon systems groups, but the Land-Based Weapon Systems Group version is a unit within the customer-facing unit. The change will affect 46 of the group's associates.

"We're moving over supply analysts, various and different legacy positions to build this customer-facing collaborative planning effort," said Lewis, who added that the job of this organization is to do collaborative planning for the Land customers. "This unit is a conduit, a communications conduit, to identify customer requirements."

He explained that the new unit takes those support requirements and turns them into plans of action for the inventory control points to execute.

"For example," said Lewis, "Anniston Army Depot, as a customer, gives us its requirements. We then in turn analyze those requirements, come up with a plan of action to fulfill those requirements and then put that action in motion through out DLA [Defense Logistics Agency].

It will not only be a DSCC action, but also a Philadelphia, Richmond and DDC [Defense Distribution Center] action as well.

"Part of the Land Customer Operations Unit mission will involve triaging customer requirements; shaping them to insure the proper organization in DSCC, or DLA wide, understands the request; and collaborating with all concerned to meet the particular need," said Lt. Col. Jeffrey Gamber, USMC.

"Often as we talk about customer support, the first step in customer support is, you have to go out and talk with the customer," said Lewis. "One of the primary roles of the customer operations unit is to listen to the customer rather than devise what we think will be the requirement."

"We've always had dealings with our customers, but never have had a group focused specifically on them," said Steve Searcy, deputy director of the Land Weapon Systems Branch. "Our weapon system support managers have interfaced with them, item managers and corps team chiefs and support systems have had some communications, but never a formalized or established group who've been chartered to go directly to the customer, bring back that information, consolidate it and come up with an action plan.

"Historically the way we've determined what our customer needs were, was to look at the historical demand, project what our buys are and we just roll that out," said Searcy.

"We expect to have better communication with the customer, so we'll be in better shape to know what the customer needs, as opposed to looking at historical demands."

The official standup of the unit began in March, but had to be delayed

because of Operation Iraqi Freedom. Lewis sees no hurry to rush this effort.

"One of the challenges facing us is coordinating the many communication and coordination links that need to be put in place," said Lewis. "First is how customer ops relates to the weapon system support managers. The other one is how the customer operations relate to our customer support representatives who are actually on-site."

"By knowing our customer better, we're going to be in a better position to utilize DLA resources to the maximum benefit of our customer," said Lewis. "We'll have an increased confidence we're buying the right item and we're going to have an impact on his ability to go to war."

Lewis said that the major change he sees as a result of the new organization is the ability to have more information.

"I expect to know more things about the customer than we have before," said Lewis. "Our customer's world is changing, as we all know, from peacekeeping, back to a war posture and back to peacekeeping efforts. Our ability to react to all of that is really going to be the key."

"If our demand goes along and suddenly peaks, most of our systems planning doesn't react to demand," said Searcy. "If the demand stays level and we keep buying, our supply availability and those things will remain in good shape -- backorders will remain down. We're obviously not funded for 100 percent supply availability. The problem is, when demand goes up you've been planning one way and something like Iraqi Freedom occurs you have to change. Right now we don't see the surge in demand until it hits us. But it takes a lead-time to go out and buy this product, ship it and put it in stock to fill backorders. What the customer

operations folks will do is start planning early, hopefully a lead-time ahead of the surge in demand, knowing the forces are deploying and we'll try and identify their needs up front and load those into the system. By the time the surge comes, we will be ready ahead of time. This is certainly an oversimplified version, but the information is probably already known, but we're just not taking advantage of it. It might be only an 80 to 90 percent solution, but right now we're only working with a 10 percent solution."

"This is pretty exciting," said Lewis. "From all the people we've spoken to, our customers, and others in DLA, this is the right move -- the right answer." ❖

▲ **For more information**

contact Col. Gamber at Jeffrey.Gamber@dla.mil, or 614- 692-2375, or DSN 850-2375.



▲ The fuel tank on the left was reverse-engineered by the Defense Supply Center Columbus Value Engineering Group from the original tank, seen on the right. (DSCC photo)

▲ **For more information** call Barbara Robertson at 614-692-1638 or DSN 850-1638 or e-mail at Barbara.Robertson@dla.mil.

For prices and other product information, contact the DSCC Customer Contact (Call) Center at 614-692-2271, or 614-692-3191, Fax 614-692-1374 (DSN 850), or at e-mail addresses: DSCC.Callcenter@dla.mil, or DSCC.ESOC@dla.mil. Product information is also available online at WebCATS at www.dscr.dla.mil/procurement/CATS/cr.htm <<http://www.dscr.dla.mil/procurement/CATS/cr.htm>>.

Army Reserve, Guard Work With DSCC to Develop New Fuel Tank

Humvee Problem Solved Through Teamwork

By Mike Ward
Defense Supply Center Columbus

How far can you operate a Humvee without a fuel tank? Last May, Defense Supply Center Columbus, Ohio, Land Weapon Systems Group associates, supporting the Army's Humvee, or High Mobility Multi-purpose Wheeled Vehicle, had to ask that question.

The answer, of course, is not very far, and the group realized a creative solution had to be found for some 75,000 Humvees needing replacement fuel tanks. When the new A2 fuel tank was developed, the manufacturer destroyed the tooling of the original tank.

"Unfortunately, the new version A2 fuel tank won't fit the older basic and A1 model Humvees without vehicle modifications," said Barb Robertson, a DSCC weapon systems manager. "We turned to the folks in our value engineering project team to develop a continuing source of supply for the required basic fuel tank."

With help from the Maine National Guard, and an Army Reserve unit, and a measure of persistence with the vendor, the development of a new source was soon accomplished.

According to Robertson, a proto-

type was developed by March and DSCC's neighbors at the U.S. Army Reserve's 758th Maintenance Battalion in Whitehall, Ohio, agreed to assist in the project. Chief Warrant Officer 3 J. Dewijn agreed to do a fit test of the tank.

The tank, made of high density polyethylene material, passed initial tests and by April, the first tanks were shipped from the vendor to satisfy the growing number of backorders.

"Based on the successful results of the fuel tank temperature and impact tests, the HDPE material is acceptable for use in the HMMWV A0/A1 configuration," said Tank and Automotive Command engineer Brian Kachadurian. "The tanks that DLA is currently holding may be released to the supply system."

"Based on the development of this new source (NSN 2910-01-189-4770), we feel we have saved the Army about \$1,200 in maintenance costs per vehicle by not using the A2 version in the basic Humvee," said Johnson. Use of the A2 version in the basic Humvee required several vehicle modifications, but the new tank meets form, fit and function requirements without modifications. Early this summer, the tank passed temperature and impact tests and were deemed acceptable for use in the HMMWV and A0/A1 configurations.

"Due to the combined efforts of our DSCC folks, the Army National Guard, Army Reserve and the new vendor, DSCC's Humvee customers don't have to contemplate that troubling question, 'How far can you operate a Humvee without a fuel tank,'" said Johnson. ❖

July 4 Feast



Skyrockets Morale

By Jim Katzaman
DLA Public Affairs

Morale “shot through the roof” July 4 when the First Marine Division in far-off Iraq dug into a steak-and-lobster meal that was “mind-blowingly good,” thanks to the Defense Logistics Agency Contingency Support Team in Kuwait.

Sgt. Jason A. Hill and the rest of his division welcomed the change from the Meal, Ready-to-Eat and Heat and Serve rations served daily during the thrust of Operation Iraqi Freedom. The Marine then beat a path to his email, sending praise to the DLA team while the treat was

fresh on his mind.

“Let your guys know the meal we had on the 4th really shot morale through the roof,” Hill wrote. “It was almost like being at home. I sure enjoyed it. We had been eating tray rats [rations] and MREs since March. There were a lot of happy Marines, sailors, soldiers and foreign coalition forces that day.

“The food we received on the 4th was awesome,” he said. “The steak and lobster were absolutely mind-blowingly good.”

Then he closed with a note aimed for the people who arranged the meal: “Please let your DLA guys know that we appreciate their hard work and efficiency.”

DCST-Kuwait Commander Lt. Col. William J. Gibson received Hill’s email and forwarded it up the chain of command. “It’s important to share this ‘success’ with all in DLA because the collective efforts of many in DLA resulted in thousands and thousands of thousands of happy warfighters,” Gibson wrote.

Indeed, DLA and its vendors served 160,000 men and women stationed in Iraq that day, allotting more than \$1 million to serve two meals: hamburger at lunch and steak for dinner, along with extras such as lobster with side orders and condiments.

“It was a full meal, no doubt about it,” said Richard Faso, chief of the Operational Rations Business Unit at Defense Supply Center Philadelphia, Subsistence Directorate, which helped orchestrate the just desserts in the desert.

The Fourth of July servings were definitely special, Faso said, describing weeks of planning and preparation. The main ingredients included Unitized Group Ration Option A Dinner 4, the hamburger

◀ Corporal Roy Mena, an armorer with Headquarters and Supply Company, 3rd Battalion, 5th Marines, from Los Angeles, tends the grill July 7, 2003, for the rest of Camp Get Some, Iraq. The steaks were for a late Fourth of July celebration for the Marines, who are stationed near Ad Diwaniyah. (Photo by Sgt. Troy Chatwin, USA)

meal. Dinner 7 was steak. Option A designates frozen meals to be prepared and served as home-cooked, even half a world away from loved ones.

The logistics were even more involved as the delivery vehicles were configured to provide all of the elements of the Fourth of July feast, 6,400 modules – enough to feed 160,000 people twice – along with other line item As to supplement the meal, had to be shipped in theater in time to let every coalition member in Iraq have a memorable Independence Day.

Faso and the rest of Subsistence had little time to savor their success on the battlefield. In June they started working on the requirements for Thanksgiving and Christmas meals in Southwest Asia. Rather than just Iraq, this time meals will be prepared for troops stationed in Kuwait as well.

Once more DLA will work with vendors to prepare and deliver thousands of holiday meals, leading to increased morale and quality of life. ❖



TACOM, Lees Recognize DSCC FMTV Support Efforts

By Mike Ward
Defense Supply Center Columbus

Col. Robert B. Lees Jr., USA, project manager of the Family of Medium Tactical Vehicles at the Army's Tank-automotive and Armaments Command in Warren, Mich., met with his team one more time prior to his recent retirement. It was his final program overview. Lees recognized contributions of his staffs and the Defense Logistics Agency to FMTV support.

"DLA and DSCC are key components of the FMTV support and sustainment and I just want to thank each and every one of them for their superior and endless support," said Lees.

"In their [DLA] effort to be a seamless organization, DSCC [Defense Supply Center Columbus], without a doubt, stands heads and shoulders above all others in their support to the FMTV Program," added Lees. He also presented a plaque to DSCC and its Land-Based Weapon Systems Group for their teamwork.

"It was a pleasure for me to represent Land and DSCC," said Shawn McKinney,

former FMTV

weapon system support manager. "Our successful support to the FMTV program and the FMTV community is truly a DSCC effort. DSCC's FMTV support has been centered with the past and current dedicated members of the DSCC Medium Transport Vehicle Corps team. But, the DSCC support includes hard work from Land's Emergency Supply Operations Center, Land's Tailored Support Unit buying and contract administration teams, DSCC's Commodity-Based Applications Group Base Contracting team personnel and DSCC's Procurement Group corporate contracting and contract administration award personnel. They all are the folks that made DSCC's efforts so successful. Colonel Lees thanks them all for their support."

DLA manages 7,608 National Stock Numbers in support of the FMTV, of which 3,155 are managed by DSCC. The FMTV is the Army's current line of medium tactical-wheeled vehicles, which replaced the aging two and a half-ton, and five-ton trucks. About 17,000 FMTVs have been fielded, with the final number to exceed 80,000 trucks during the next 25 years.

Additionally, Lees singled out three DLA associates -- McKinney, Barbara Robertson, the current weapon system support manager, and Gretchen Keller, one of the two Customer Support Representatives located at TACOM -- for outstanding individual support. ❖

▲ DSCC manages more than 3,100 NSNs for the U.S. Army's Family of Medium Tactical Vehicles.



▲ Members of the DSCC Land FMTV team include (from left): Bob Turner, Kathi Morouse, Leslie Smith, Clara Blanton, Phil Neal, Mike Burdsall, Alicia Hayden, Diana Richey, Bruce Faul, Natalie Alter. Not pictured: P.J. Hogan, John Walker, Brett Rippl, Mary Jo Coffey and Barb Robertson.

DOING BUSINESS WITH DLA

Virtual Interaction at DLIS



The Defense Logistics Information Service (DLIS), in Battle Creek Mich., invites you to Meet “Phyllis” ... our Virtual Representative! If you need help finding information or would like to ask Phyllis a question, just go to our Web site (www.dlis.dla.mil/) and click on her picture.

Technical Information about our Virtual Representative Project

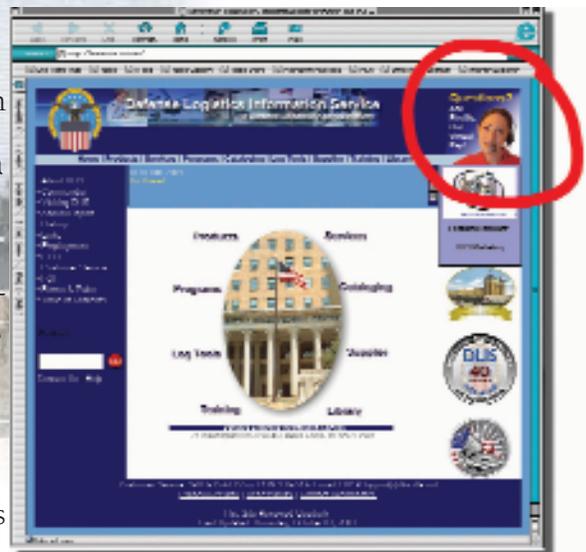
“Phyllis” (a name derived from the FLIS - the Federal Logistics Information System) is the Defense Logistics Information Service’s Virtual Representative Project which, simply stated, provides a 24-hour, seven day channel for a Web site customer to receive information, advice, or data using a browser and a natural language Interface. The Project uses commercial off-the-shelf (COTS) software coupled with a scripted capture of knowledgeable answers from Agency subject matter experts. The capability of the Virtual Representative directly navigates

a customer to content based on the nature and tone of their questions, thus reducing search times and eliminating the layering of information.

Another novel technique is connection of the Virtual Representative to back-end databases for extraction of data and presentation of the answer through an automated brokering of the technical process. This separates the complexity of a structured query process from the customer’s desire to simply find information or data.

The DLIS Virtual Representative synthesizes elements of Artificial Intelligence (pattern matching), the science of linguistics (reduction of any question or statement to the simplest subject-noun-verb form), Web services (active server pages) and messaging (typing a request, or ‘chat’). DLIS combines the application with intimate knowledge of our systems, applications, data and customer base. The result is a blended service product that interacts with DLIS customers in a textual natural language conversation, emulating a live customer service representative (CSR). Like a live CSR, the DLIS Virtual Representative delivers customized responses based on the type of customer questions and DLIS business objectives

and rules. Phyllis, the DLIS Virtual Representative, increases a customer’s options when seeking information or answers to questions using creative and innovative instruments that can be added to your customer outreach repertoire. Virtual Representatives provide a more robust capability to track customer interests than traditional Web measurement tools. These tools provide the means to examine each and every customer interaction to distinguish trends, improve content, and identify opportunities to extend the range of the knowledge base based on customers’ self-described needs. In the past two years, Phyllis has answered over 80,000 requests for information, with 87 percent accuracy. ❖



A Hassle-Free Source for those "Unanswerable" Questions



The Tailored Data Products (TDP) Team at the Defense Logistics Information Service (DLIS), in Battle Creek, Mich., strives to be the first resource that comes to mind when customers require specialized Federal Logistics Information System (FLIS) data. They are a "one-stop-shop" for information solutions. While not the only information resource in the organization, the TDP Team has the ability to expertly handle a variety of unique logistics information requirements. They offer an efficient and effective process for fulfilling data needs, and can provide customized data in a quick and hassle-free way.

TDPs are designed to the specific needs of government customers, available in a variety of output media. Response time is less than 20 days, 99 percent of the time. The cost of TDPs is covered under service level billing, so payment hassles are eliminated. Requests are prioritized by immediate need to help customers meet deadlines. Tailored data products may be provided on a cyclic basis, allowing customers to receive infor-

mation at specific time-frames without providing a new request. The TDP Team is made up of experienced, dedicated, knowledgeable staff. They are able to assist customers by offering additional options or sources of data to simplify tasks and accomplish requirements. TDPs provide a personalized service



...tailored to meet your needs

and solution to your logistics information needs.

When you have a "You've got to be kidding!" question, DLIS says "No Problem! You need a TDP!"

More Information...

TDPs are extracts of data from the Federal Logistics

Information System (FLIS), Central Contract Registry (CCR) and other systems. The FLIS contains comprehensive cataloging data on all the items of supply procured by the federal government. The CCR contains information about contractors doing business with the federal government. The TDP Team will customize the TDPs according to the specific needs of government customers. Based on customer requirements, complete cataloging and supplier data or any part of it can be extracted and provided on various forms of output media. Working closely with the customer, the TDP Team will jointly determine your data, format, and output media requirements.

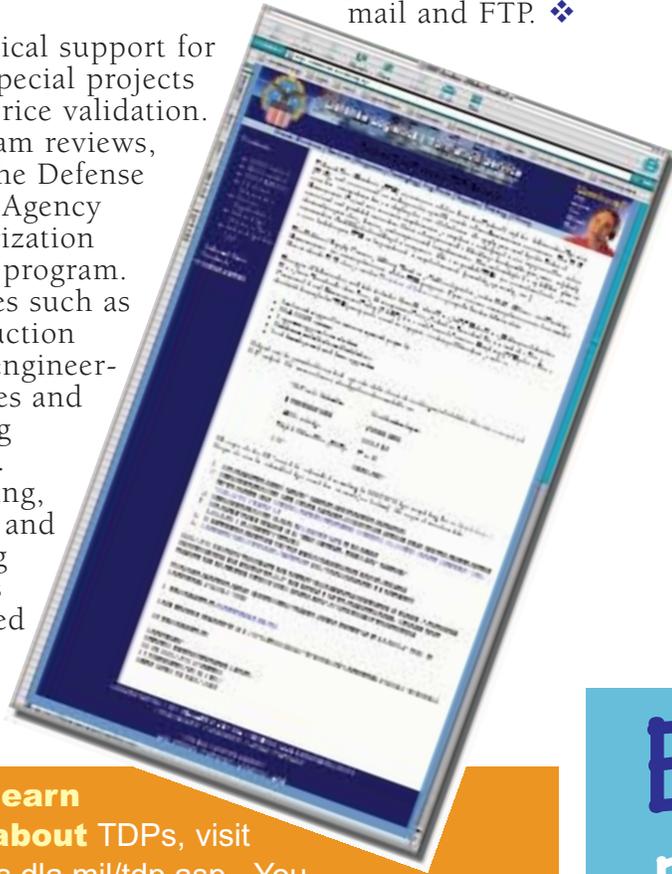
The Defense Supply Centers, military services, civilian agencies, other Department of Defense affiliates and foreign governments are among the users of the TDP program. The type of information available includes Identification Data, MOE Rule Data, Reference Number Data, Item Standardization Data, Management Data, Coded or Decoded Characteristics

Doing Business with DLA

A **Hassle-free** Source for those "Unanswerable" Questions

Data, Commercial and Government Entity (CAGE) data and CCR data. Data obtained through the TDP program is used to support a variety of functions, such as:

- Technical support for various special projects such as price validation.
- Program reviews, such as the Defense Logistics Agency Demilitarization (DEMIL) program.
- Studies such as item reduction studies, engineering studies and cataloging upgrades.
- Creating, updating and validating databases maintained



by customers.

Output can be provided to include specific data elements or segmented data. The various forms of output media available are: 3 1/2 inch Diskette, 4 millimeter tape, 8 millimeter tape, 3480 cartridge, CD-ROM, Digital Video Disc (DVD), e-mail and FTP. ♦

▲ To learn

more about TDPs, visit www.dlis.dla.mil/tdp.asp. You may contact them directly at (DSN) 932-4480, or Commercial 269-961-4480. E-mail requests to extracts@dlis.dla.mil. Send facsimile (FAX) requests to DLIS-VPO at (DSN) 932-4948/4983 or Commercial 269-961-4948/4983.

Or mail requests to:

Commander
Defense Logistics Information Service
ATTN: DLIS-VPO (Extracts)
74 Washington Ave. N, Ste 7
Battle Creek, MI 49017-3084

DESEX

The week of Aug. 26–30, 2002 was very busy for the Defense Supply EXpert (DESEX) program management team when they hosted a Source Selection Evaluation Board (SEB) meeting at the Defense Logistics Information Service in Battle Creek, Mich. DLIS. The goal of the board was to improve DESEX's telephone functionality, upgrade to the latest technology in telephony, and centralize the processing system while being compliant with Defense Logistics Agency headquarters information technology solutions. Representatives from DLA headquarters; DLIS; Defense Automatic Addressing System Center; Defense Supply Center Philadelphia; Defense Supply Center Columbus, Ohio; Defense Supply Center Richmond, Va.; Army, Navy and the

E-Mail Box DLA *for the* Customer Assistance Handbook

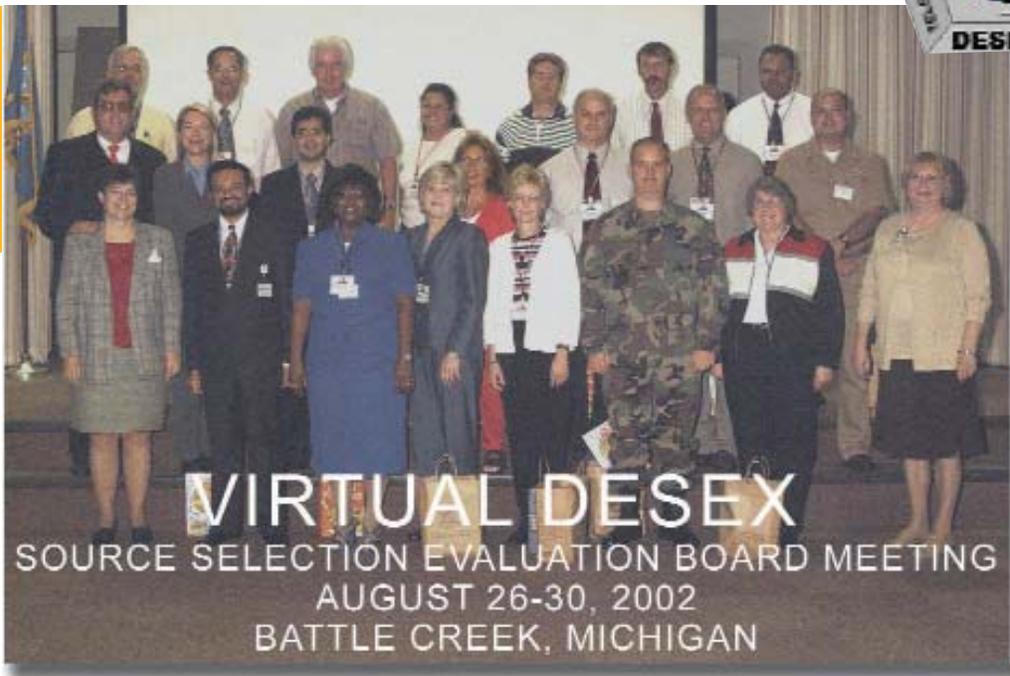
The DLA Customer Assistance Handbook now has a centralized E-mail address for submitting Editorial Comments, Suggestions,

DEFENSE Supply EXpert System



► Personnel from DLA headquarters, DLIS, DAASC, DSCP, DSCC, DSCR, Army, Navy and Air Force attended a DESEX Source Selection Evaluation Board Meeting.

Air Force attended the meeting. The board evaluated several contract bid proposals to determine the best value for the government. Additionally, the most important advantage was to obtain best of breed technology at each system layer and to permit the ability to easily



and/or Feedback. No longer do you need to know “who’s who at DLA” to send in your Handbook comments. The address is: handbook@dla.mil

The e-mails sent to the Handbook mailbox will be reviewed and answered by the Handbook editor and other DCSO-B staff members. Please note: Handbook Subscriptions will continue to be handled by the DLIS Subscriptions Team at: subscriptions@dlis.dla.mil (Kristina Larson, DCSO-B, 703-767-3399, kristina.larson@dla.mil). ❖

upgrade the different components without a major overhaul of the complete system using new tools built into currently available commercial off-the-shelf technologies. The contract was awarded to MANTECH, Inc. in November 2002. Start up of the Virtual DESEX is scheduled for October 2003.

DESEX basically mimics the operations of a call center. DESEX is a Web, e-mail and interactive voice recognition and touch-tone telephone keypad entry system. It serves as a supply requisition and inquiry system that allows Department of Defense customers the flexibility to independently process supply transactions without human intervention, 24 hours

a day, 365 days per year. In 2002, DESEX received over 800,000 DLA calls and over 380,000 calls for the different military inventory control points. This relieved the DLA contact center and the military Inventory Control Point call center representatives to work on more complex DoD calls. In addition, DESEX processed over 4 million e-mail requests and 760,000 Web requests for information.

The functions DESEX provides include check status of requisitions, check stock availability, submit new requisitions, modify requisitions or connect customers with contact center representatives. ❖

Doing Business with DLA

FED LOG Enhancement Effort Supports Warfighter



The Federal Logistics Data on Compact Disk (FED LOG), a logistics information system that allows users to retrieve information from the Federal Logistics Information System (FLIS) and service specific databases quickly and easily, has added photographs to its growing list of enhancements during fiscal 2003. Currently with 300,000 users and a monthly mailing of 37,000 CD-ROMS, FED LOG combines the power of personal computers with advanced storage technology of CD, DVD and the Internet.

By adding photographs to FED LOG, customers will now have the ability to make sure that the item that they want to order matches the National Stock Number (NSN) that they have. In some cases, searching by photographs alone will assist customers in locating the specific NSN for the item that they need to order.

FED LOG provides customers with a multitude of options in which they can research items. Customers have the capability to search as follows:

- Cross-reference part numbers and stock numbers
- Identify suppliers of an item
- Get management data for procurement, requisition, storage, issuing and logistical decision making
- Determine the right freight standards
- Obtain service-unique logistic information

- Search for an item based on what it looks like, is made of, and other characteristics
- Run massive amounts of data on compact media, making it easier to handle, ship, update and search products.

Like a tool box, FED LOG provides customers with all the necessary tools so that they can order any item that they need. FED LOG has added another feature to its tool box in which customers can search by the name of the item. FED LOG's new Drawings Extractor allows customers to search for an item by using the item name browser. Type in the item name and a photograph, if available, will appear. The customer can also look up the NSN of an item and if a photo is available, can click on the drawings icon and the photo will appear.

FED LOG continues to change and make enhancements to help the customer. Enhancements to the FED LOG come out almost monthly.

As FED LOG has changed, so too has the typical user environment. Virgil Akins, FED LOG Program Manager

noted. "We estimate each of those 37,000 FED LOG subscriber updates sent out monthly is actually being used by 7 to 8 individuals over Local Area Networks (LANs) within defense logistic environments worldwide."

As part of the Defense Logistics Agency – a logistics combat support agency that provides supplies and services to America's military forces worldwide – the Defense Logistics Information Service, located in Battle Creek, Mich., is a leading logistics information broker for the Defense Department. Its employees are involved in the creation, management and dissemination of logistics information to military and government customers using the latest technology.

Various types of free training for FED LOG users is available worldwide. ❖

▲ **For training or additional information** about the system, visit www.dlis.dla.mil or call 1-800-351-4381.

DLIS Provides Pictures for NSNs!



The Defense Logistics Information Services' mission is to manage the Federal Cataloging System for the Armed Forces. All military supplies and equipment, from bolts to nuts, supporting fighter jets and ships are listed and described in the Federal Logistics Information System (FLIS). FLIS plays a vital role in the supply chains that help support our nation's fighting forces. DLIS does not store these critical items, but we do provide critical logistics information on over 7 million active National Stock Numbers (NSNs). The Armed Forces, North Atlantic Treaty Organizations (NATO) and private industry use information from FLIS to support a variety of missions including supply, maintenance, and transportation.

DLIS provides a TN3270 emulation access to the 'live' FLIS database through a system called the Logistics Remote Users Network (LOGRUN). LOGRUN provides a variety of inquiry systems to different types of FLIS data. The primary tool used to query items of supply is Logistics On-line

Access (LOLA). It has been in existence for over 15 years. As technology evolved, DLIS developed a Graphical User Interface which provides point and click navigation to the FLIS database. It also allows users to cut and paste, or save output as a text file. The software is free to all government personnel.

The latest evolution of FLIS access is WebFLIS. It currently provides a subset of FLIS data at this time. DLIS is in the process of migrating to a new HP Oracle platform which will allow us to make all FLIS data available via the Web. There are currently three different WebFLIS query options. The restricted query requires a user id/password; the public query provides a cross-reference between NSNs/Part Numbers (PNs); and a Business System Modernization query that focuses on only those NSNs associated with BSM.

The users who are interested in receiving segmented data via the Web can use the

Restricted/Sign-on version of WebFLIS. The Restricted/Sign-on version requires a valid user id/password to access the system. User ids may be obtained by filling out a registration form. The registration forms are found on the DLIS Web site at www.dlis.dla.mil. After accessing the Home Page, go into the Forms and Publications section and select the registration form for WebFLIS. There are two forms available - one for government workers and one for government sponsored contractors.

Searches in the Restricted/Sign-on version include:

- NIIN
- CAGE Code (hyperlinks to the BINCS page)

Doing Business with DLA

DLIS Provides Pictures for NSNs!

- Part Number
- CAGE Code/Part Number combination.

Only the NIIN, Part Number and CAGE Code/Part Number combination inquiries provide the related NSN data. The CAGE Inquiry hyperlinks to Business Identification Number Cross-reference System (BINCS) and provides the current CAGE information, Central Contractor Registration (CCR) information, Universal Directory of Commercial Items (UDCI) information, and Joint Certification Program (JCP) information.

The user may select different output views for the restricted/sign-on version. Currently, FLIS output views include:

- Identification Data
- Basic Reference Data
- Management/Phrase Data
- MOE Rule Coded Data
- Reference/Part Number Data
- Standardization Data.

After DLIS migrates to the HP Oracle platform, all FLIS data views will become available. There is both Current and Future Effective dated FLIS data available, similar to the FLIS data that users currently view in LOGRUN or GUI LOLA.

Additional output options will be available in the future. There is also an option for Weapons Systems Data. Weapons Systems Data is restricted to authorized Air Force users only. There is a section on the registration form that Air Force users must complete. There is a control point at Wright-Patterson AFB, Ohio who authenticates the users.

The Restricted/Sign-on version of WebFLIS is now displaying pictures for associated NSNs. These are representative pictures only of the item of supply. As they are a generic representation, they may not look exactly like the item of production the user may receive in response to a requisition. If an NSN has a picture available, it will be displayed on the WebFLIS NIIN Output Data screen in a “thumbnail” picture. The user may click on the picture for an enlarged version of the picture. Eventually these representative pictures will also be available on the Public WebFLIS site. There are currently over 21,000 NSNs with pictures included. For more detailed information, please refer to the Frequently Asked Questions section on the WebFLIS Home Page. Pictures are being displayed only in the Restricted/Sign-on version at this time. To obtain a user id/password, please fill out the WebFLIS Registration Form located at <http://www.dlis.dla.mil/forms/forms.asp>

WebFLIS was primarily developed due to the increased demand from contractors trying to do business with the government. DLIS developed an interactive Web site that allows contractors to query by Part Number or CAGE Code/Part



Number to determine if there is an NSN assigned. This public Web site also allows inquiries by NSN to view any Commercial and Government Entity (CAGE) Codes/Part Numbers recorded against it. There is a hyperlink from the WebFLIS page to the BINCS. BINCS provides the current CAGE information, Central Contractor Registration (CCR) information, Universal Directory of Commercial Items (UDCI) information, and Joint Certification Program (JCP) information. There are also hyperlinks to provide the full Item Name and Item Name Definition. The Reference Number Variation Code (RNVC) and Reference Number Category Code (RNCC) for each CAGE Code/Part Number are also provided.

Contractors who do not have contracts with a government sponsor can use this Web



site to research the Federal Logistics Information System (FLIS) by NSN, Part Number, CAGE Code or CAGE Code/Part Number combination. As a result of this Web site, contractors may experience improved logistics decisions prior to award of government contracts.

Check out the Web site at <http://www.dlis.dla.mil/WebFlis/default.asp>

The BSM Query allows Business Systems Modernization (BSM) vendors to search by National Stock Number (NSN) or Federal Supply Class (FSC) to see if they are part of the BSM Release One effort. A search against an NSN will retrieve a list of associated Part Numbers/Reference Numbers and Commercial and Government Entity (CAGE) Codes. A search against an FSC will retrieve a list of associated NSNs and Item Names.

There are also links to the

Supplier Information Resource Center (SIRC) and Customer Relationship Information Center on the BSM search page.

WebFLIS also provides hyperlinks to GSA Advantage, DoD EMALL and Army Electronic Product Support (AEPS) to help reduce the logisticians' time and effort in research and ordering.

DLIS is constantly trying to improve the ease of obtaining essential FLIS data for both contracting and government logisticians making critical decisions! ❖

▲ **For additional information POC:**
 Barbara Marble, DLIS-VPO, DSN 932-4627, Commercial 269-961-4627,
 Julie Evans, DLIS-VPO, DSN 932-4698, Commercial 269-961-4698.

All customers of Defense Supply Center Philadelphia (DSCP) Subsistence are advised that the following soy milk products have been approved for purchase:

- 8910-01-506-5239 MILK ALTERNATIVE, SHELF STABLE, soy, vanilla, fortified
- 8910-01-506-5245 MILK ALTERNATIVE, SHELF STABLE, soy, chocolate, fortified
- 8910-01-506-5249 MILK ALTERNATIVE, SHELF STABLE, soy, strawberry, fortified

All of the above are 1/2 (8 fl oz) containers of UHT aseptically processed and packaged, containing calcium and vitamins A,C,D and B12.

You are encouraged to direct all requests for soy milk to your local Prime Vendor if requirements are minimal. If you believe you will have significant and/or recurring requirements for soy milk, we ask that you contact Barbara Selander, Inventory Management Specialist, Operational Rations Business Unit, at 215-737-4360, DSN 444-4360, Barbara.Selander@dla.mil to discuss long-term contracting for the soy milk, similar to our contracting vehicles for UHT milk. These long-term contracts can result in considerable price savings. ❖



SOY MILK NOTICE!

SERVICES

Working Relationship

at DSCC Nets Lower Prices to Customers

By Debi Hybert
Defense Supply Center Columbus
Public Affairs Office

The relationship between the Defense Supply Center Columbus, Ohio, branch of the Defense Logistics Agency Value Management Program Unit and DSCC inventory control point associates has helped save the government millions of dollars.

In fiscal 2001, the Value Management Program Unit, assisted by tips from DSCC contract specialists, saved the government in excess of \$40 million, which was an increase from previous years. But, in fiscal 2002, the Unit surpassed its goal of \$40 million, saving the government more than \$55 million.

The Unit's objective is to identify and implement actions that would reduce the production or operations cost of systems, facilities, equipment, services or supplies. In short, it saves the government money by targeting and avoiding undue cost.

DSCC's team is continuously researching ways to reduce DSCC and customer costs. It responds when someone in value engineering or the DSCC

inventory control point identifies an opportunity to improve the acquisition process by lowering costs, developing competition or reducing production lead times and taking action to implement it, said Brian McNicholl, DSCC Value Management Program manager.

As an example, associates in the Value Management Program Unit develop price data and the Should Cost Team can provide a "should cost estimate," based on material and labor costs, including overhead rates, general and administrative costs, and profit. They may also use assistance from the Navy Price Fighters of the Fitting Out Supply Support Assistance Center, Norfolk, Va., to develop costs and work larger cases. For Should Cost support, call 614-692-1547.

As for the teaming relationship between inventory control point associates and the Value Management Program Unit, it's a vital component of the entire process, said Mitchell McElroy, a DSCC Operations Support

Group supervisory equipment specialist. "We are here to support them (the ICP), and it does pay off," McElroy said. "It couldn't be done without them."

For example, in fiscal 2002, a DSCC contract specialist noticed that DSCC was paying premium prices to the original equipment manufacturer for a connecting link in the F-100 jet engine. The associate asked the Should Cost Team to develop price data on the connecting link.

It was determined that the link was priced high because it was being supplied by the original equipment manufacturer. The team identified the actual manufacturers by analyzing a sample of the item, and deter-



▲ This small device, a connecting link, was the focus of concern when a contract specialist brought the original manufacturer's price quote to the attention of the DSCC Should Cost Team. By teaming together, the Value Management Program Unit and contract specialist saved an undue cost of over \$3.3 million. (DSCC photo)

mined that having the link produced by the original equipment manufacturer did not add value.

The specifications and drawings were obtained, and now the connecting link is being provided by the actual manufacturers at a much lower cost.

From the time this process was implemented in 2002, it has saved the government over \$3.3 million.

Also in 2002, DSCC had requirements to procure 141 electromagnetic relays used on the Phantom F-4S aircraft. The relay's cost was \$5,050 with a 250 minimum and a \$10,000 set-up charge through its sole source manufacturer.

After obtaining the drawing and specifications, a proposal came from an alternative manufacturer whose proposal was approved by the Engineering Support Activity. The result was a cost avoidance of \$913,410.

In addition to continued savings, the value engineering team looks forward to new initiatives in the upcoming year, one of which is the implementation of a virtual display room -- an online capability where internal and external customers can see the items and their National Stock Number before placing an order.

Also new this year is the Production Lead Time (PLT) Savings Initiative, which is authorized by Defense Logistics Agency headquarters. This initiative will improve the process by reducing the time it takes to receive items after receipt of orders by the suppliers. ❖

▲ **For more information** on upcoming initiatives, or to obtain Value Management support, call 614-692-7580, 614-692-3100 or 614-692-8824 or DSN 850.

DSCC Announces New Electronic Test Standard Approved For Performing Destructive Physical Analysis On Space Application Components

As the preparing activity for numerous tri-service documents, the Defense Supply Center Columbus, Ohio, announces the recent publication of (military standard) MIL-STD-1580, Revision B. The revision, pertaining to the test standard for the destructive physical analysis of electrical components for space applications, was established through a coordination meeting held about a year ago in Columbus. Joining members of the DSCC Electronic Components Team, were representatives of various test firms, manufacturers, the services and space community, who came to a final consensus on a document vital to space community needs.

Success was due to the cooperative effort of the Defense Department and industry. MIL-STD-1580 shows DSCC's commitment to customer satisfaction while still addressing the needs of industry.

This standard is primarily unique to the space community and focuses on the destructive physical analysis of electrical components for space applica-

tions. It is not a new standard and this latest effort is a revision to a document that was transferred to DSCC from the Air Force Space Command under Acquisition Reform initiatives. MIL-STD-1580 doesn't cover components - it is a standard that is used to inspect and verify the internal design, materials, construction and workmanship of parts.

Compromise was necessary - primarily between the testing houses and the space community. The document does support the JAN S area in some cases as stated above (when the space community uses or components) but it also focuses largely on non-JAN S parts that they are procuring with non-mil spec items. ❖

▲ **For more information** contact Kendall Cottongim, at Kendall.Cottongim@dsc.dla.mil, 614-692-0676, or DSN 850-0676, or Ken Beymer at Ken.Beymer@dsc.dla.mil, 614-692-0557, or DSN 850-0557.

Shelf life and quality status

keep materials fresh for customers

By Mary Ellen Carhart and Christopher Brust
Defense Supply Center Richmond

Shelf Life and Quality Status List – what are they and why are they important to Defense Logistics Agency customers?

The Department of Defense and the Federal Supply System sell items to the military services that require special handling due to certain deteriorative characteristics. In order for our customers to receive fresh, useable materiel, these items have to be properly maintained. Shelf life was established, therefore, to place special emphasis on items with known deterioration characteristics. It also is for non-consumable and consumable items that may have hazardous material.

Typical shelf-life items include food, medicines, batteries, paints, sealants, adhesives, film, tires, chemicals, packaged petroleum products, hoses and belts, mission-critical O-rings and nuclear, biological, and chemical equipment and clothing.

Shelf life is a factor in the logistics and procurement equation and requires more controlled management. To minimize losses to the government in dollars, equipment and lives, shelf life should be managed from item introduc-

tion through replenishment and storage to ultimate disposal.

A shelf life code defines the items in two ways. Type I (alpha character) means the item has a definite non-extendable period of shelf life, and Type II (numeric character) means the item has an assigned shelf life time period that may be extended after the completion of inspection, test or restorative action. Failure to assign a shelf life code may result in the deterioration of materiel in storage or while in the user's possession. Adverse safety and health situations could be the ultimate outcome.

The Quality Status List is a DoD-recognized listing of accumulated test results

accomplished by certified laboratories for the purpose of determining whether shelf life extension of Type II shelf life materiel is warranted. When Type II shelf life items (excluding medical items) reach their "inspect/test date," the Quality Status List should be checked before disposal to determine if the item can be extended. This list can be used as an authority for extending existing inventories with the same identification as long as supply storage standard requirements have been followed.

Defense Supply Center Richmond, Va., provides the Quality Status List on the Web at <http://www.dscr.dla.mil/qs/qs.htm>; this site requires a user ID and password.



Maritime associates Go Extra Mile to supply Navy's propeller filters

By Dan Bender
Defense Supply Center Columbus
Public Affairs Office

Associates at Defense Supply Center Columbus, Ohio, have made sure the U.S. Navy has a steady supply of critically needed controllable pitch propeller filters.

Activities without Internet access may obtain a hard-copy of the list via mail by writing or calling:
Defense Supply Center
Richmond
Attn: DSCR-VGA
8000 Jefferson Davis Highway
Richmond, VA 23297-5517,
DSN 695-5845 or Commercial
804-279-5845

Customers may reach the shelf life representatives of the defense supply centers and the military services via the Internet at <https://today.dla.mil/j-3/shelflife/>. The Shelf Life Management Manual and training information are also available at this site. ❖

▲ **For more information** call Mary Ellen Carhart at 804-279-5845 or DSN 695-5845 or e-mail mary.carhart@dla.mil.

The filter, (NSN 4330-00-938-8044), is used on cruisers, frigates and destroyers, as well as on submarines, for which it is particularly important. It filters hydraulic fluid that services propellers that control the pitch of the ship, and is a fairly high demand item, with about 1,700 of them used each quarter, according to Teresa Georg, a DSCC inventory management specialist. After the Navy approved new specifications for the filter, Hy-Pro Corp. of

Fishers, Ind., the Navy-approved supplier, won the contract to supply them. In December 2002, contract specialist Lorraine Spruill approved an urgent purchase order of 3,068 filters from Hy-Pro, which shipped the order in February. That shipment eliminated 120 backorders totaling 1,700 filters, and provided a temporary 60-day supply, Georg said. In early January 2003, under the guidance of contract specialist Hanan Sabir, a long-term contract with Hy-Pro was approved. "Hy-Pro has been very supportive as far as getting the item out to the customer and keeping us informed on the status of shipments," contract specialist Pamela Stevenson said. ❖



▲ Shown is a controllable pitch propeller filter as it rests on an 8" by 11" piece of paper.

▲ **For prices and other product information**, contact the DSCC Customer Contact (Call) Center at 614-692-2271, or 614-692-3191, Fax 614-692-1374 (DSN 850), or at e-mail addresses: DSCC.Callcenter@dla.mil, or DSCC.ESOC@dla.mil. Product information is also available online at WebCATS at www.dscr.dla.mil/procurement/CATS/cr1.htm.

DSCC Land Tailored Support Unit Awards Second Phase FASI Contract

By Mike Ward
Defense Supply Center Columbus

The Defense Supply Center Columbus, Ohio, Land-Based Weapon Systems Group recently awarded its second FASI contract. The contract, which will supply the military with filters, engine parts, fenders and a variety of other replacement parts, went to Aero International, a small business contractor in Sterling, Va.

The Fleet Automotive Support Initiative, called FASI for short, is a total systems approach designed to streamline total parts support to all military automotive and equipment fleets. FASI's emphasis is on speedy delivery and quality technical and logistical services.

The Aero contract that covers the "Green Fleet," or the military's wheel and tracked vehicles, currently supplies more than 400 National Stock Numbers and is valued at more than \$8.7 million for the first year. The contract has the potential value of \$87 million over the next nine years as up to 7,723 NSNs could be added.

"The items the contract covers are basically those parts and supplies from 'bumper to bumper' on most land vehicles," said Denise Pennington, chief of the Tailored Support Team in the DSCC Land group.

The contract will allow DSCC to reduce the customer wait time, by reducing its stock, and lowering administrative lead-time. The contractor also will provide a field customer service representative known as the "fixer," to allow more interfacing with the customer -- the warfighter.

"Shifting the stocking and support of these high demand

Aero International wins \$8.7 million award

items to the FASI contractor allows DSCC to focus on other more problematic items that impact readiness," said Pennington.

This prime vendor contract is the second one for the Land group. The first contract was signed in May 2000, and covered three regions, southwest, south and southeast. This contract covers the remaining western, central and eastern regions. Some of the major installations covered include Fort Lewis, Wash., Fort Riley, Kan., Fort Drum, N.Y., and Fort Campbell, Ky.

"This contract is an effort to provide our customers what they have been asking for, namely retail support at prices comparable to wholesale," stated Linda Pryor, the former contract specialist in the Land Weapon Systems Branch responsible for the effort.

"One primary reason we selected Aero was because they have expertise in third-party

logistical support," said Pennington. "Aero has experience with similar contracting arrangements, and the logistics software systems they utilize are widely employed within the avionics, aerospace and defense industries."

Our objectives are to provide a commercial distribution network, consistent on-time delivery (two, five, 10 days), reduce DoD inventories and have total supply management for selected components.

"This contract will meet the above objectives and, more importantly, improve support to our military customer," said Pennington. "This contract is a valuable tool that allows us to provide tailored total logistics support for the region's automotive fleet with low risk and minimal cost investments for the government.

"Overall we're aiming at improving customer readiness," Pennington said. ♦

▲ **For more information** about FASI, contact Maude Morris at Maude.Morris@dla.mil, 614-692-7797, or DSN 850-7797, or Pennington at Carla.Pennington@dla.mil, or 614-692-1234, or DSN 850-1234.

Contract Provides for Streamlined Acquisition of Calibration Parts



By Dan Bender
Defense Supply Center Columbus
Public Affairs Office

A contract signed in late 2002 with a California firm will allow Defense Supply Center Columbus, Ohio, to streamline the purchase of intricate calibration equipment parts that ensures gauges and radar scopes are working correctly and registering and monitoring properly.

The contract was signed Dec. 17 by the Tailored Support Unit Team in DSCC's Maritime Weapon Systems Group with King Nutronics, a veteran-owned small business in California. It covers about 380 National Stock Numbered items in the following Federal Stock Numbers: 2090, 4310, 4320 4330,4710, 4730, 4820, 5895, 5910, 5930, 5990, 5998 and 6625.

The contract has an annual value of about \$533,000, according to DSCC contract specialist Tom Bunnell.

Although the size of the contract is relatively small, it is one of the first contracts approved at DSCC under a program that

streamlines the acquisition process for commercial spare parts for the military.

The contract was approved as a commercial Indefinite Delivery Purchase Order with a value of up to \$5 million (the Department of Defense recently expanded the simplified acquisition threshold from \$100,000 to \$5 million.)

"We're beginning to take advantage of the policy," said Kathy Cunningham, chief of procurement policy in DSCC's Procurement Group. Cunningham said the IDPO process eliminates much paperwork associated with the normal contract process and provides for an expedited acquisition process for both the contractor and supplier. When contracting officers receive a purchase request, they

▲ **These pressure calibrators are among the products manufactured by King Nutronics, a California company with whom the Defense Supply Center Columbus recently signed an Indefinite Delivery Purchase Order contract that covers about 380 National Stock Numbered items.**

simply fill out a delivery order instead of going through the normal process of soliciting bids, Cunningham explained.

"It tremendously reduces the acquisition lead time," she said.

"It also saves time for suppliers because they don't have to constantly submit responses to contract solicitations," Cunningham added. "We have one document that lays out the terms and conditions, and the supplier gets a delivery order that tells him where to ship to, etc.," Cunningham said.

Once the value of parts purchased through the contract reaches \$5 million, DSCC will re-solicit for bids, Cunningham said.

"We hope to get a 9 to 10 year period out of this contract," Bunnell said. ❖

▲ **For more information** on this new contract, contact Tom Bunnell at Thomas.Bunnell@dla.mil or, 614-692-4726.

ENVIRONMENT

Unitary Air Conditioner



In a first of its kind arrangement, the Department of Energy and the Defense Supply Center Philadelphia were able to work with industry to bring an entirely new high efficiency rooftop air conditioning product to the marketplace. Through the Unitary Air Conditioner Technology Procurement, buyers from the public and private sectors can now purchase single rooftop units at multiple-unit order prices.

The units come in a wide range of sizes to suit a wide range of applications, and are manufactured by Global Energy Group and Lennox Industries. The products were selected through a competitive request for proposal based on unit life-cycle cost. The air-conditioners are at least 20 percent more energy-efficient than standard units now in use in many commercial buildings, and they meet or exceed the EPA's ENERGY STAR® efficiency levels, Federal Energy Management Program recommendations, and Tier 2 levels established by the

Consortium for Energy Efficiency's High-Efficiency Commercial Air Conditioning initiative.

The Unitary Air Conditioning procurement offers five different packaged units, with cooling capacities ranging from 88,000 to 120,000 Btu per hour, and Energy Efficiency Ratios (EER) ranging from 11.0 to 13.5. A single air conditioner could save between \$1,010 and \$1,860 over 10 years in a typical commercial building in Atlanta, Ga.

The units were also required to meet specifications that go beyond energy efficiency, including a direct digital control interface, fully insulated cabinet panels where conditioned air is handled to prevent condensation and minimize sound transmission, blower assemblies that

slide out of the unit for ease in servicing, and safety guards on fans. In addition, the Pacific Northwest National Laboratory, the DoE laboratory that partnered with DSCP to manage the program, has developed a cost estimator tool to help DSCP customers evaluate the cost savings for specific sizes and locations. It also helps buyers select optimal equipment by comparing the energy and economic performance of high-efficiency and standard-efficiency air conditioners under varying conditions. The cost estimator is free and available on line. Defense Logistics Agency customers can go to: www.pnl.gov/uac/. Shipping, technical specifications and design features are available from: <http://www.pnl.gov/uac/products.stm#list>. ❖

▲ **For more information** Points of contact for this program are: Douglas Steinmetz 215-737-7940 or Chet Evanitsky 215-737-8048 at DSCP, and Brad Hollomon of Pacific Northwest National Laboratory at 202-646-5043 or by e-mail at hollomon@pnl.gov.

Hawker Battery Saves COST, weight and Time



By Scott Andreae
Defense Supply Center Richmond
Public Affairs Office

A battery now in stock at Defense Supply Center Richmond, Va., provides savings in the cost, weight and shipping time of batteries for combat tactical vehicles.

The Hawker battery is not classified as hazardous material, so shipment and handling does not require over-packing. Instead of having free-flowing electrolyte, the Hawker uses technology called absorbed glass mat to absorb acid. The battery is sealed and does not vent or release harmful fumes into

the aircraft or storage area under normal charging conditions.

Special battery rooms are not needed. Batteries can be serviced in general workshop areas or nickel cadmium test rooms. All Hawker batteries are approved for unrestricted worldwide transportation, fully charged and ready for immediate use.

The U.S. Army Tank and Automotive Command is conducting field and labora-

tory tests to determine suitability of using the Hawker. Scheduled testing should be completed within the next six to eight months. Potential annual usage by the military services is about 225,000 for this type of battery. The U.S. Marine Corps will buy 11,750 Hawker batteries from DSCR in fiscal 2003.

The National Stock Number is 6140-01-485-1472. ❖

▲ **For more information** call Mike Kuszmaul at 804-279-6141 or DSN 695-6141 or e-mail mike.kuszmaul@dla.mil.

NEW ITEMS

MREs Have New Menus



By Kristin Guss
DLA Public Affairs

Any good chef knows that to stay in business, he or she has to please the diners. That principle holds true whether we're talking about four star gourmet restaurants or Meals Ready to Eat. The Defense Supply Center Philadelphia has taken this truism to heart and recently changed the menus of its MREs.

Entrees that are being eliminated include the Jamaican Pork Chop, Pasta Alfredo and, the seemingly universally disliked Beef with Mushrooms. However, the current stock of MREs will be used until exhausted. The new entrees include Pork Rib and Sauce, Vegetable Manicotti and Roast Beef with Vegetables. The changes were made in response to Army surveys, which recorded the preferences expressed by military personnel in the field.

MREs featuring the new entrees went into production in June. With the increased need for rations to support the troops engaged in Operation Iraqi Freedom, the new MREs will not go into storage for future

use. Instead, they will be immediately sent to the military services.

The MRE is a pre-packaged operational ration designed to sustain an individual engaged in heavy activity such as military training or during actual military operations when normal food service facilities are not available. It is totally self-contained and consists of a full meal packed in a flexible meal bag. The full bag is lightweight and fits easily into military field clothing pockets. Each meal bag contains an entrée and a variety of other useful items, such as chewing gum, matches and moist towelette.

Except for the beverages, the entire meal is ready to eat. While the entrée may be eaten cold when operationally necessary, it can also be heated in a variety of ways, including submersion in hot water while still sealed in its individual entrée package. Since Operation Desert Storm, a flameless ration heating device has also been packed into each meal bag to heat the entrée.

Each meal bag contains the

components of one meal. Soldiers who are engaged in heavy activity normally consume three MREs a day. Special Humanitarian Daily Rations are also produced and distributed to displaced persons or refugees under emergency conditions. These packs contain enough food to sustain a moderately malnourished person for one day.

In its ongoing effort to be responsive to its customers, the Defense Logistics Agency provides several types of MREs tailored to different dietary requirements. The Meal, Religious, Kosher or Halal, is provided for individuals in the military services who maintain a strict religious diet. Each meal consists of one Kosher or Halal certified entrée and religiously certified or acceptable complementary items sufficient to provide the recommended daily nutritional requirements. There are two vegetarian meals in every box of MREs which supports those troops who, for various reasons, cannot consume meat. ❖

DSCC supports unique needs of Navy Minesweeper Engines



◀ New corporate long-term contracts managed by the Defense Supply Center Columbus will support the engines of the Navy's Avenger-class mine countermeasure ships. Shown is the USS Ardent. (U.S. Navy photo)

By Dan Bender
Defense Supply Center Columbus
Public Affairs Office

The U.S. Navy now has better support for its minesweeper ships with the signing of new corporate long-term contracts.

The new corporate contracts managed the Defense Supply Center Columbus, Ohio, Maritime Weapon Systems Group cover 570 parts for the specially-made engines on the Navy's 14 Avenger-class mine countermeasure ships and 12 Osprey-class coastal minehunters. Most of the ships are stationed at Ingleside, Texas, with the others permanently forward deployed in Japan and Bahrain.

"The Avenger-class ships are designed as mine hunter-killers capable of finding, classifying and destroying moored and bottom mines," said Rick Dennett, a weapon systems support manager in Maritime.

Due to the nature of their work, the Navy's minesweepers have unique construction requirements and supply needs.

To avoid detonating magnetic influence mines, which are set off when they sense a change in the surrounding magnetic field caused by the iron in the hull of a passing ship, minesweeper

hulls are made of fiberglass-reinforced wood.

They also require engines made out of non-ferrous alloy metals. One company that manufactures such specialty engines is Isotta Fraschini, an Italian engine maker that has supplied the Navy with more than 120 engines for its minesweepers.

Isotta Fraschini makes its engines with austenitic cast iron, which has a chemical composition that makes it non-magnetic but with a strength close to cast iron. The engines also go through a "deperming" process to reduce their magnetic signatures.

To ensure the Navy has a steady supply of parts for the engines, DSCC has renewed a contract with FDGM Inc. of Chesapeake, Va., an American subsidiary of Isotta Fraschini, and approved a small contract with Viking Inc. of Marrero, La.

"Due to minimal storage space availability aboard these ships, parts availability and long logistics lead times are a major issue," Dennett said. "Awarding

this new contract will help to alleviate this problem by supporting many sole source items with short delivery timetables."

The new contracts will involve a partnership with the Naval Inventory Control Point in Mechanicsburg, Pa., on items such as the engine blocks, crank cases, valves and manifolds. They will be set up as both Direct Vendor Delivery and replenishment stock procurement instruments, said Tom Bunnell, a contract specialist in the DSCC Maritime Supplier Operations Directorate. The arrangement will allow DSCC and NAVICP to buy some items for stock replenishment and other items DVD, he added.

The major stock classes included in the contracts are 2815, 3020, 4310, 4320, 4710, 4730, 4810, 4820, 4910, 5340, 5460 and 5365.

"With these contracts, we're trying to ensure greater parts coverage and enhanced customer support by reducing lead time to get the parts to the customer," Bunnell said. ❖

▲ **For more information** call Tom Bunnell at 614-692-4726 or DSN 850-4726.

For prices and other product information, contact the DSCC Customer Contact (Call) Center at 614-692-2271, or 614-692-3191, Fax 614-692-1374 (DSN 850), or at e-mail addresses: DSCC.Callcenter@dla.mil, or DSCC.ESOC@dla.mil. Product information is also available online at WebCATS at www.dscc.dla.mil/procurement/CATS/cr1.htm.

New Items

VITAL RINGS, SHIMS AND SPACERS

go on long-term contract

By Brenda B. McCormac
Defense Supply Center Richmond
Public Affairs Office

Defense Supply Center Richmond, Va., provides rings, shims and spacers of every imaginable size and material composition.

These items are used across the military services in land, sea and air applications.

Some of the users of these components are major weapon systems such as the Air Force A-10, C-5 and C-130; the Navy F-14, E-2C and S-3A; the Army

CH-47 helicopter, M-60 tank and Bradley Fighting Vehicle System; anti-submarine warfare systems; nuclear power plants; and aircraft launch and recovery equipment.

Rings are vital components in jet propulsion and land-based engine applications. Spacers provide integrity between mating surfaces, and shims allow proper tolerances to be maintained where required.

DSCR has initiated the following hardware components on long-term contract for the best possible support to its customers.

National Stock Number	Component	Long-Term Contract Number
5365-00-838-4774	Shim	SP045003D59510001
5365-01-058-7399	Spacer, Ring	SP045003D59130001
5365-01-173-5625	Ring, Lock, Keyed	SP045003D07910001
5365-01-183-5351	Spacer, Ring	SP045003D59530001 ❖

▲ **For more information** call Ron Beasley at 804-279-5418 or DSN 695-5418 or e-mail ron.beasley@dla.mil.

Camouflage Face Paint



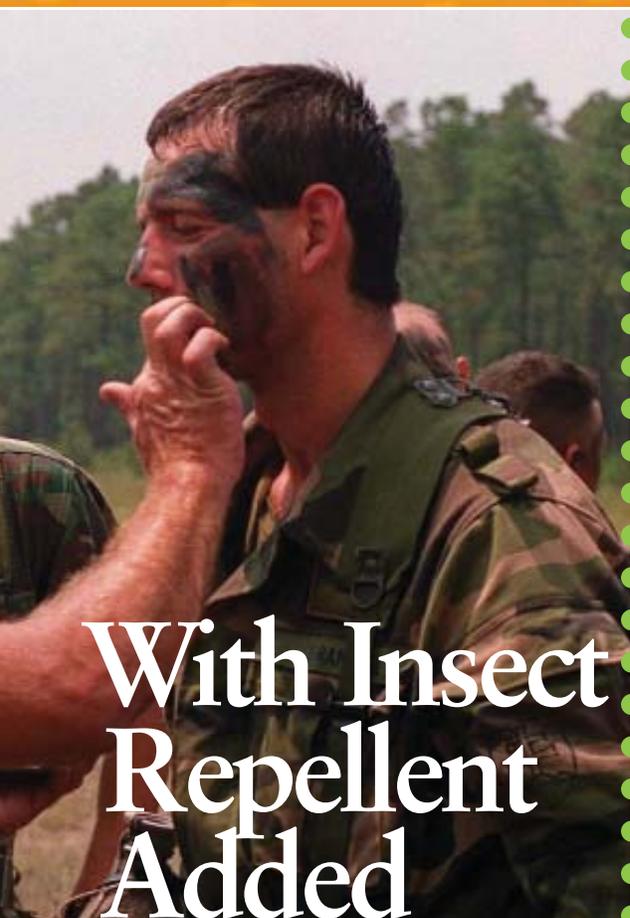
By Brenda B. McCormac
Defense Supply Center Richmond
Public Affairs Office

Defense Supply Center Richmond, Va., is the manager of camouflage face paint that can be purchased with or without insect repellent.

The face paint has visual and near-infrared properties and comes in a compact-style container for use on exposed skin such as the face, neck and hands.

Each compact has an inside mirror and five colors: green, loam, sand, black and white. The black (with the exception for the jungle terrain) and white (with the exception for the arctic terrain) paints can be used to darken or brighten the green, loam or sand colors so they blend with the specific terrain visually and when viewed through night-vision goggles.

These products are procurable using the following National Stock



*Agencies Collaborate
to Support Troops with the*

New Medical Diet Supplement

With Insect Repellent Added

▲ Defense Supply Center Richmond, Va., is the new manager of camouflage paint. (Photo by Staff Sgt. M.A. Jones, U.S. Army)

Numbers (NSNs):

NSN 6840-01-493-7334, Camouflage Face Paint with insect repellent (DEET). This camouflage makeup is specially formulated to repel mosquitoes, ticks, chiggers, fleas, gnats and deer, stable and black flies on exposed skin surfaces. Unit of issue is box (BX) containing 12 compacts.

NSN 6850-01-493-7309 is Camouflage Face Paint without insect repellent. Unit of issue is box (BX) containing 12 compacts. ❖

▲ **For more information**, call Clifford Myers at 804-279-3995 or DSN 695-3995 or e-mail cliff.myers@dla.mil.

By Joseph Zanolle
Defense Supply Center
Philadelphia

When U.S. Army field hospitals in Southwest Asia made inquiries about procuring subsistence food items to be consumed by personnel who had sustained head and facial injuries, the Defense Supply Center Philadelphia's Subsistence Operational Rations Business Unit, the Defense Supply Center Philadelphia-Europe, and the Defense Distribution Depot Europe worked together to respond with the support that was needed.

The medical diet supplement is comprised

of liquid and soft foods, and is designed for troops with cranial and facial injuries which may impede chewing and the consumption of food. Each supplement provides a 15-day supply for 50 patients. The supplement is not a stocked item; it is ordered and purchased on an "as needed" basis.

DSCP, DSCP-E, and DDDE are utilizing the Defense Commissary Agency Europe in Germany and the prime vendor contractor in Northern Europe to support the components of the supplement. Items are being delivered in bulk to DDDE where assembly of the packages takes place. Five medical diet supplements were delivered in January 2003, which marked the first delivery of this new item. ❖

New Items

DSCC Awards



Contract to Nestor Sales, Inc.

▲ This is a Speed Decreaser (NSN 3010-01-378-1889)

Defense Supply Center Columbus, Ohio, awarded a five-year indefinite quantity type contract in January 2003, to Nestor Sales, LLC (Cage 1X015), to supply eight National Stock Numbers.

The new contract, valued at \$75,000, is a result of a corporate contract initiative that provides the government with better terms for parts that were previously procured from Kampi Components Co., Inc.

Here are the affected NSNs:

2530-01-164-7954	steering wheel
2530-01-454-2155	wheel, pneumatic tire
3010-01-378-1889	gear assembly, speed decreaseer
3020-01-093-5017	pulley, groove
4620-01-414-3186	parts kit, desalinator
4820-01-044-1669	roller set
4820-01-106-0120	lock pin assembly
5998-01-385-1052	circuit card assembly ❖

▲ **For more information** about the contract, contact Teresa Knotts at DSN 850-1124, or 614-692-1124.

For prices and other product information, contact the DSCC Customer Contact (Call) Center at 614-692-2271, or 614-692-3191, Fax 614-692-1374 (DSN 850), or at e-mail addresses: DSCC.Callcenter@dla.mil, or DSCC.ESOC@dla.mil. Product information is also available online at WebCATS at www.dscr.dla.mil/procurement/CATS/cr1.htm.

Alternative High-tech Lubricants Offered For Small Arms

By Brenda B. McCormac
Defense Supply Center Richmond
Public Affairs Office

The Defense Supply Center Richmond, Va., is offering several high-tech lubricants/protectant formulations designed for use with military small arms. These lubricants protect the weapon from corrosion and essentially all environmental effects including grit, dust, sand, fresh and salt water, fire and extreme cold, as well as the effects of gunpowder, combustion and burning.

The three highlighted lubricants are TW-25B and MC-1210 greases and MC-2500 oil, all manufactured by Mil-Comm Products Co. The lubricants are used on the M-240, M-60 and M-2 machine guns; M-249 squad automatic weapon; MK-19 grenade launcher; M-197, GAU-17 and M-134 mini-guns; MK-38 chain gun; and others.

TW-25B and MC-2500 are alternative lubricants to MiL-L-46000 and MiL-L-46150. These high-tech lubricants have been used in the field with favorable results and responses.

TW-25B, a non-toxic and non-flammable grease, and MC-2500 oil greatly reduce maintenance time and frequency. Savings are realized in time and money for the military.

TW-25B High Tech Lubricant/Protectant was developed for modern weapons systems that use new designs, new alloys and composites, and new types of ammunition. These weapons are built for higher rates of fire and increased muzzle velocities. TW-25B was designed to maximize weapon reliability under all climatic conditions and temperature extremes.

TW-25B contains unique high-performance synthetic base oils, micron-size fluorocarbon particles and a special group of chemicals. It contains no petroleum-based ingredients. Its formulation is accomplished by using propri-

CHEMICALS SUPPORT AIRCRAFT, SUBS AND VEHICLES

By Brenda B. McCormac
Defense Supply Center Richmond
Public Affairs Office

Chemicals for aviation, submarine and motor vehicle support and safety have been placed on long-term contracts at Defense Supply Center Richmond, Va.

The chemical products listed below with their National Stock Numbers (NSNs) can be purchased with the contract information provided.

NSN 6830-01-360-1866, Calibrating

Gas Mix is used to calibrate a Bacharach 514M hazardous atmosphere monitor that is critical to ground crew safety during refueling operations. This monitor also is used to ensure the atmosphere around fuel storage tanks is safe. This item can be purchased under contract SP045003D4042001Z with a unit of issue of cylinder (CY) equaling 37 liters. For more information on this product call Harry Broaddus at 804-279-4356 or DSN 695-4356 or e-mail harry.broaddus@dla.mil.

NSN 6850-01-445-0557, Catalyst, Carbon Monoxide and Hydrocarbon Oxidizing is used in submarines to purify

the air and remove carbon monoxide. This catalyst is used for breathable air purification, emission air purification and process air purification. It can be purchased on contract SP045003D07360001 with a unit of issue of can (CN) containing 30 pounds.

NSN 6850-01-159-4844, Silicone Compound (RTV Rubber Sealant) is used in gasket repairs for General Motors vehicles. This compound can be purchased on contract SP045003D4074001Z with a unit of issue of 12-ounce tube (TU).

NSN 6810-00-584-3079,

Petroleum Ether, Technical is used in maintenance operations as a parts cleaner and as a laboratory reagent. This solvent may be purchased under contract SP045003D03180001; unit of issue is one-gallon (GL) can.

NSN 6850-00-270-5526,

Gasoline, Indicating Paste is used to measure the amount of fuel in bulk fuel tanks. Its unit of issue is a 2.25-ounce jar (JR) that can be purchased under contract SP045003D4066001Z.

NSN 6840-00-811-4601,

Deodorant, Aircraft Toilet is used as an additive in aircraft toilets to control odor, color and corrosion. The contract is SP045003D4070001Z with a unit of issue of hundred (HD) which is 100 packets in a box with each powder packet containing 8 grams net weight.

NSN 6810-00-053-0194,

Sodium Bicarbonate, Technical is an environmentally safe paint remover used in aircraft paint de-scaling operations. The item can be purchased under contract SP045003D4050001Z with a unit of issue of 50-pound bag (BG).

etary production techniques that permit distribution of particles suspended evenly throughout the lubricant. TW-25B has no known shelf-life limitation.

MC-1210 is an extended-life, extreme-duty grease that is ideal for challenging climatic environments where heavy coverage is most critical, coupled with extreme pressure and load bearing; parts will run smoother and cooler. The MC-1210 has been proven on gun mounts and slow-moving machine parts.

Product	Package Size	Catalogue Number	National Stock Number
Grease Packages			
TW-25B	0.5 oz. Syringe	TW25B-1SY12	9150-01-448-2266
TW-25B	1.5 oz. Tube	TW25B-1SP11	9150-01-439-0859
TW-25B	4 oz. Tube	TW25B-4SP14	9150-01-439-1873
TW-25B	8 oz. Jar	TW25B-1JSL16	9150-01-439-0858
TW-25B	16 wt. oz. cartridge zerk	TW25B-6NZ17	9150-01-439-0857
TW-25B	16 wt. oz. cartridge caulk	TW25B-1NC17	9150-01-439-1864
TW-25B	16.9 fl. oz. (500 ml) EP spray	TW25B-CA16EP	9150-01-448-2298
MC-1210	14 oz. Jar	MC1210-8SLX19	9150-01-470-2309
MC-1210	14 oz. Zerk	MC1210-6ZX14	9150-01-470-2386
MC-1210	35 lb. Pail	MC1210-35PLX	9150-01-470-2396
MC-1210	55 gal. drum (400 lbs.)	MC1210-90APX	9150-01-470-2400

MC-2500 oil is a blended pourable, pumpable oil version of TW-25B, having many of the same performance characteristics. It permeates hard-to-reach places and is excellent for any close tolerance, high-speed precision parts. Unlike other oils MC-2500 will not separate, settle or evaporate.

MC2500 Oil Packages

MC-2500	16 fl. oz. bottle	MC2500-16AP4	9150-01-439-1875
MC-2500	128 fl. oz. (1gal) can	MC2500-45AP5	9150-01-439-1887

▲ **For supply availability and ordering information** call Dee Beville at 804-279-3658 or DSN 695-3658 or e-mail dee.beville@dla.mil.

For technical assistance call Harry Broaddus at 804-279-4356 or DSN 695-4356 or e-mail harry.broaddus@dla.mil.

▲ **For more information**

on the above items call Cliff Myers at 804-279-3995 or DSN 695-3995 or e-mail cliff.myers@dla.mil.

DSCC Awards Contract to CDK Mobile Systems Inc.

Defense Supply Center Columbus, Ohio, recently awarded a corporate contract to CDK Mobile Systems, Inc., (Cage 1NHH8) to provide spare parts.

The new five-year indefinite quantity contract (No. SP0700-03-D-9705) with an annual value of \$38,772, covers items previously provided by Kampi Components Co., Inc.

These are the NSNs available under this new contract:

2510-01-393-5168	frame section, structural, vehicular
2510-01-393-6526	air bag, vehicular
2590-01-393-5871	hook, hold-down, trailer platform
2590-01-406-3526	bracket, vehicular components
3040-01-417-9823	cylinder assembly, actuating, linear
4720-01-393-5278	hose assembly, nonmetallic
4720-01-406-1924	hose assembly, nonmetallic
4820-01-393-4555	cock, drain
4820-01-418-0937	valve, check
4820-01-423-4847	coupler, dummy. ❖

CONTRACT AWARDED TO SUPPLY HEMTT'S TORQUE RODS

Wheeler Brothers, Inc., a spare parts distributor, signed a five-year contract with Defense Supply Center Columbus, Ohio, in January 2003, to supply torque rods for the Heavy Expanded Mobility Tactical Truck, more commonly known as the HEMTT.

The new indefinite quantity-type contract valued at \$10,000 covers NSN 2530-01-213-1622 for the tandem axle for the HEMTT. ❖

▲ **For prices and other product information,** contact the DSCC Customer Contact (Call) Center at 614-692-2271, or 614-692-3191, Fax 614-692-1374 (DSN 850), or at e-mail addresses: DSCC.Callcenter@dla.mil, or DSCC.ESOC@dla.mil. Product information is also available online at WebCATS at www.dscr.dla.mil/procurement/CATS/crri.htm

◀ **For prices and other product information,** contact the DSCC Customer Contact (Call) Center at 614-692-2271, or 614-692-3191, Fax 614-692-1374 (DSN 850), or at e-mail addresses: DSCC.Callcenter@dla.mil, or DSCC.ESOC@dla.mil. Product information is also available online at WebCATS at www.dscr.dla.mil/procurement/CATS/crri.htm

**DSCC
AWARDS
5-YEAR
INDEFINITE
QUANTITY
CONTRACT**

Defense Supply Center Columbus, Ohio, has awarded a 5-year indefinite quantity corporate contract in support of aerospace and other weapon systems to Servotronics, Inc.

The award includes three, mostly stock replenishment National Stock Numbers managed by DSCC. Orders are to be issued using electronic mail (e-mail) award notification of Automatic Delivery Orders.

The added NSNs:
4810-00-390-4656 valve, solenoid
4810-00-116-1294 valve, solenoid
5945-01-130-7253 electromagnetic ACT. ❖

◀ **For prices and other product information,** contact the DSCC Customer Contact (Call) Center at 614-692-2271, or 614-692-3191, Fax 614-692-1374 (DSN 850), or at e-mail addresses: DSCC.Callcenter@dla.mil, or DSCC.ESOC@dla.mil. Product information is also available online at WebCATS at www.dscr.dla.mil/procurement/CATS/crri.htm.

Long term Contract Signed to Supply T-38 Aircraft Part

Defense Supply Center Columbus, Ohio, awarded a five-year indefinite quantity-type contract to Auto Valve, Inc., in January 2003, to provide spare parts to the government.

The part covered under this new long term contract, NSN 4820-00-859-7474, is an aluminum poppet drain cock used on the T-38 aircraft. The part was previously procured from Kampi Components Co. ❖

▲ **For more information** about the contract, contact Teresa Knotts, DSCC-PLC, at DSN 850-1124, or 614-692-1124.

For prices and other product information, contact the DSCC Customer Contact (Call) Center at 614-692-2271, or 614-692-3191, Fax 614-692-1374 (DSN 850), or at e-mail addresses: DSCC.Callcenter@dla.mil, or DSCC.ESOC@dla.mil. Product information is also available online at WebCATS at www.dscr.dla.mil/procurement/CATS/crri.htm.

New DSCC Corporate Contract Supports Aerospace Weapon Systems

Defense Supply Center Columbus, Ohio, awarded a five-year indefinite quantity corporate contract in support of aerospace and other weapon systems in March 2003, to PTI Technologies.

This award includes seven, mostly stock replenishment National Stock Numbers managed by DSCC. Orders are to be issued using electronic data interchange through a registered Value Added Network (VAN).

The added NSNs:
4330-00-514-2983 filter element, fluid
4330-00-868-9234 parts kit, fluid
4330-01-140-6873 filter, fluid
4330-01-172-8094 cap assembly
4330-01-269-7994 filter, fluid
4730-00-368-8433 coupling assembly,
4820-00-244-4870 valve, safety relief. ❖

▲ **For prices and other product information,** contact the DSCC Customer Contact (Call) Center at 614-692-2271, or 614-692-3191, Fax 614-692-1374 (DSN 850), or at e-mail addresses: DSCC.Callcenter@dla.mil, or DSCC.ESOC@dla.mil. Product information is also available online at WebCATS at www.dscr.dla.mil/procurement/CATS/crri.htm.

Defense Supply Center Columbus awards new Long-Term Contract for Aircraft Spare Parts

Prices of dozens of aircraft spare parts have been reduced thanks to a new contract awarded by Defense Supply Center Columbus, Ohio.

Late last winter, DSCC awarded a five-year indefinite quantity long term contract to Unison Industries affecting 63 stock replenishment National Stock Numbers that support aircraft and other weapon systems.

Not only are prices more attractive, ordering is simplified. Orders are to be issued using Electronic Data Interchange. The average contract delivery time is 141 days. Additional items may be added to this contract in the future via the add and delete clause.

The NSNs covered by this new corporate contract:

2920-00-918-0862	lead assembly	5945-01-175-8785	relay, electromagnetic
2920-01-152-6308	exciter, turbine ignition	5950-00-109-0129	transformer, radio frequency
2920-01-232-9575	coil, ignition	5950-00-111-1362	transformer, power
4730-00-913-0061	plug, pipe	5950-00-587-4081	transformer, power
1440-01-052-0257	distribution box, sp	5950-00-593-8783	transformer, power
5905-00-138-0870	resistor, fixed, induct.	5950-00-880-7136	transformer, power
5905-01-348-0297	resistor assembly	5950-00-886-8128	transformer
5910-00-110-9067	capacitor assembly	5950-00-990-5498	transformer, power
5910-00-866-7513	capacitor and rail assembly	5950-01-137-6070	transformer, radio frequency
5910-00-979-8354	capacitor, fixed, mica dielectric	5950-01-171-6637	transformer, radio frequency
5910-01-019-5076	capacitor assembly	5950-01-172-5966	transformer, power
5910-01-214-0395	capacitor, fixed, mica dielectric	5950-01-214-0474	cover, electrical transformer
5910-01-214-0397	capacitor, assembly	5950-01-214-0566	transformer, power
5915-00-556-2014	filter, radio frequency interfer.	5950-01-214-0949	cover, electrical transformer
5915-00-705-3494	capacitor-resistor	5950-01-219-8977	reactor
5915-00-807-0203	filter, radio frequency interfer.	5950-01-407-4294	transformer, power
5915-01-021-1104	filter, radio frequency interfer.	5960-00-099-5690	electron tube
5930-00-001-6659	switch, sensitive	5960-01-021-1249	rectifier assembly, electron tube
5930-00-138-9634	switch, sensitive	5960-01-393-9461	electron tube
5935-00-006-2944	connector, receptacle, elec.l	5961-00-581-1687	rectifier, semiconduc. device, unit.
5935-01-040-2697	connector, plug, electrical	5961-01-043-6258	semiconductor device, diode
5935-01-040-2698	connector, plug, electrical	5961-01-155-0842	transistor
5935-01-214-4138	connector, plug, electrical	5961-01-367-8593	semiconductor device assembly
5935-01-222-2900	shell, electrical connector	5962-00-257-2854	microcircuit, digital
5935-01-446-7156	shell, electrical connector	5999-00-396-1319	heat sink, electrical-electronic
5935-01-446-7158	shell, electrical connector	5999-00-525-3312	contact, electrical
5935-01-452-6314	connector, plug, electrical	5999-01-423-1030	shielding gasket, electronic
5945-00-758-1113	electromagnetic act	5999-01-423-6760	shielding gasket, electronic
5945-01-081-7045	chopper, electronic	5999-01-423-6766	shielding gasket, electronic
5945-01-171-9064	relay, electromagnetic	5999-01-423-6767	shielding gasket, electronic
5945-01-171-9065	relay, electromagnetic	5999-01-423-7426	shielding gasket, electronic
		6625-01-036-6580	spark gap. ❖

▲ **For prices and other product information,** contact the DSCC Customer Contact (Call) Center at 614-692-2271, or 614-692-3191, Fax 614-692-1374 (DSN 850), or at e-mail addresses: DSCC.Callcenter@dla.mil, or DSCC.ESOC@dla.mil. Product information is also available online at WebCATS at www.dscr.dla.mil/procurement/CATS/cr.htm.

DSCC adds 59 more items to existing maritime contract

In March 2003, the Defense Supply Center Columbus, Ohio, awarded additional items pursuant to the add/delete clause to an existing maritime contract with Leslie Controls, Inc.

This 5-year indefinite quantity corporate contract primarily is for maritime items that support numerous weapon systems in various classes of ships and crafts for customers in the continental United States, overseas, and for those through Foreign Military Sales.

The parts are primarily for stock replenishment, but will also support Direct Vendor Delivery for non-stocked items. The contract uses Electronic Data Interchange for order placement.

The added NSNs:

2910-00-331-9880	4820-00-757-2980
4820-01-173-4692	4810-01-273-4718
4820-01-183-4457	4820-01-154-9717
4820-01-216-7015	4730-01-253-1956
4820-01-219-5568	4820-01-197-3710
4820-01-233-4942	4730-01-213-7511
4820-01-233-4951	4820-01-162-5295
4820-01-331-8832	4820-01-160-1435
4820-01-332-0086	4820-01-285-9554
4820-01-397-5366	4820-01-241-2598
4820-01-416-6828	4820-01-252-3867
4820-01-378-3188	4820-00-916-4065
4820-01-262-1173	4820-01-203-5448
4820-01-384-1276	4820-01-145-6751
4810-01-257-2483	4820-01-058-4386
4820-01-151-8970	4820-01-264-0585
4820-01-281-5164	4820-01-281-5806
4820-01-378-2328	4320-00-782-5158
	4810-01-272-6672.. ❖

▲ **For prices and other product information,** contact the DSCC Customer Contact (Call) Center at 614-692-2271, or 614-692-3191, Fax 614-692-1374 (DSN 850), or at e-mail addresses: DSCC.Callcenter@dla.mil, or DSCC.ESOC@dla.mil. Product information is also available online at WebCATS at www.dscr.dla.mil/procurement/CATS/cr.htm.

13 items added to DSCC corporate contract

Defense Supply Center Columbus, Ohio, has added 13 DSCC-managed National Stock Numbers to Corporate Contract No. SP0700-00-D-9733, which supports various U. S. Navy systems.

As with other DSCC corporate contracts, this new agreement establishes a good, stable supply base for the customer and lower prices.

The contractor is Blackmer, a manufacturer of several types of pumps. Orders are to be issued using Electronic Data Interchange. Additional items could be added to this contract in the future.

The added NSNs:

3010-00-018-2465	coupling half, shaft
3010-01-184-4660	gear assembly, speed
4320-00-485-0025	seal assembly, shaft
4320-00-709-6108	seal assembly, shaft
4320-01-130-0202	seal assembly, shaft
4320-01-186-0894	liner, pump
4320-01-295-4755	seal assembly, shaft
4320-01-296-1721	seal assembly, shaft
4320-01-309-4969	seal assembly, shaft
4320-01-312-4098	pump, rotary
4320-01-327-7905	pump unit, rotary
4320-01-349-6904	pump, rotary
4820-01-198-4478	disk, valve. ❖

▲ **For more information,** contact David Auer at 614-692-3253, or DSN 850-3253.

For prices and other product information, contact the DSCC Customer Contact (Call) Center at 614-692-2271, or 614-692-3191, Fax 614-692-1374 (DSN 850), or at e-mail addresses: DSCC.Callcenter@dla.mil, or DSCC.ESOC@dla.mil. Product information is also available online at WebCATS at www.dscr.dla.mil/procurement/CATS/cr.htm.

New 2-year corporate contract Covers Indefinite Quantity of aerospace spare parts

Defense Supply Center Columbus, Ohio, recently awarded a 2-year indefinite quantity corporate contract (No. SP0700-03-D-9712) in support of aerospace and other weapon systems to HR Textron, Inc.

HR Textron manufactures electromechanical, pneumatic, fuel, hydraulic and motion control systems.

The award includes 86, mostly stock replenishment National Stock Numbered items, managed by DSCC.

Customers can order using electronic mail (e-mail) notification of Automated Delivery Orders.

▲ For prices and other product information, contact the DSCC Customer Contact (Call) Center at 614-692-2271, or 614-692-3191, Fax 614-692-1374 (DSN 850), or at e-mail addresses: DSCC.Callcenter@dla.mil, or DSCC.ESOC@dla.mil. Product information is also available online at WebCATS at www.dscr.dla.mil/procurement/CATS/crri.htm.

NSNs covered by this contract are:

142 0-00-994-2479	4720-01-273-4873	4810-01-250-1537	4820-00-518-4032
1420-01-136-4361	4720-01-273-4874	4810-01-263-7840	4820-00-629-7756
1440-00-087-7127	4720-01-273-4875	4810-01-263-8968	4820-00-822-3385
1440-00-087-7132	4720-01-273-4876	4810-01-263-8969	4820-00-909-6865
1440-00-133-4070	4720-01-273-4877	4810-01-263-8971	4820-01-125-6890
1440-00-916-2076	4730-00-225-5623	4810-01-263-8974	4820-01-127-7458
2990-01-282-5874	4730-00-479-8747	4810-01-274-3307	4820-01-310-2322
3040-00-242-1796	4730-00-659-7138	4810-01-276-1435	4820-01-383-7731
4320-01-263-7835	4730-01-065-8758	4810-01-327-7141	5905-01-263-7842
4320-01-263-7836	4730-01-140-7613	4810-01-327-7142	5930-01-318-8741
4330-00-659-7136	4730-01-144-0055	4810-01-328-5582	5935-00-386-5783
4330-00-943-5287	4730-01-144-0056	4810-01-359-2963	5935-00-482-9527
4420-01-266-5250	4730-01-194-5431	4810-01-359-2964	5945-00-888-3710
4720-01-234-0023	4730-01-264-4839	4810-01-359-2965	5950-00-238-2257
4720-01-257-8540	4810-00-055-2921	4810-01-359-2967	5950-00-288-5994
4720-01-257-8541	4810-00-401-5524	4810-01-383-1517	5950-00-838-3239
4720-01-271-6849	4810-00-831-4973	4810-01-462-8383	5950-00-916-9051
4720-01-273-4868	4810-00-903-9747	4820-00-009-6070	5950-01-014-2305
4720-01-273-4869	4810-01-079-5521	4820-00-327-0905	5961-01-244-3162
4720-01-273-4870	4810-01-096-9295	4820-00-444-9775	6625-01-264-4836. ❖
4720-01-273-4871	4810-01-210-3453	4820-00-465-1096	
4720-01-273-4872	4810-01-240-3598	4820-00-484-9024	

Defense Supply Center Columbus makes

••••• Additions^{to} Corporate Contract Award

Defense Supply Center Columbus, Ohio, awarded additional National Stock Numbers (NSN) in April 2003 to an established indefinite quantity corporate contract. Added to the Pall Aeropower contract are 55 NSNs managed by DSCC and 5 NSNs managed by the Defense Supply Center Richmond, Va.

Orders are to be issued using electronic data interchange through a registered Value Added Network.

The added NSNs:

2915-01-035-1119 element, filter
2940-01-057-6646 head, fluid filter
2945-00-377-7420 fitting filter
2945-01-095-4583 bowl sediment
2945-01-141-8907 diaphragm valve
2945-01-305-5341 filterbody fluid
4320-01-003-8058 bowl filter
4320-01-159-4446 indicator, module as
4320-01-296-7233 bowl, pump
4330-00-240-9249 filter element, fluid
4330-00-416-4389 filter, radar
4330-00-442-2484 filter element, fluid
4330-00-510-3709 filter element, fluid
4330-00-684-6700 filter element, fluid
4330-00-759-9774 filter element, fluid
4330-00-880-0160 filter element, fluid
4330-00-948-3271 filter element, fluid
4330-01-018-9330 filter element, fluid, pressure
4330-01-078-1886 cover, fluid filter
4330-01-084-2759 filter, fluid
4330-01-127-6077 filter element, fluid
4330-01-161-2350 filter element, fluid
4330-01-175-0773 filter, pump, rotary
4330-01-181-0237 filter, fluid
4330-01-187-9993 filter element, fluid
4330-01-217-5647 cover, fluid filter
4330-01-308-4169 filter element, fluid
4330-01-341-7401 filter element, fluid
4330-01-420-8015 filter, fluid
4330-01-420-8016 filter, fluid

4330-01-446-5261 filter element, fluid
4330-01-446-5264 filter element, fluid
4330-01-483-0436 parts kitfluid pressure
4440-00-036-6444 dehydrator, desiccant, electric
4730-00-050-9654 strainer element, sediment
4730-00-474-6237 strainer element, sediment
4730-01-180-9619 manifold, hydraulic system accessories
4810-01-207-5586 valve, solenoid
4820-00-083-4438 disk, valve
4820-00-141-0555 valve, relief, pressure and temperature
4820-00-141-0570 valve, check
4820-00-890-0363 valve, safety relief
4820-01-166-4678 valve assembly, special
4820-01-244-5328 valve, relief, pressure and temperature
4820-01-249-6782 valve, relief, pressure and temperature
4820-01-305-2038 valve, relief, pressure and temperature
4820-01-333-0165 seat, valve
4820-01-350-8546 disk, valve
4820-01-367-7623 diaphragm, valve, flat
4820-01-398-6199 valve, safety relief
5825-01-256-7584 indicator, bypass
5930-00-346-7014 switch, pressure
5930-00-412-0143 switch, pressure
5930-00-424-8967 switch, electrical
5930-01-138-7080 switch, pressure
5930-01-355-2443 switch, pressure
5930-01-415-6794 switch, pressure
5930-01-450-4585 switch, pressure
5930-01-450-5995 switch, pressure
5930-01-450-5996 switch, pressure. ❖

▲ **For prices and other product information** contact the DSCC Customer Contact (Call) Center at 614-692-2271, or 614-692-3191, Fax 614-692-1374 (DSN 850), or at e-mail addresses: DSCC.Callcenter@dla.mil, or DSCC.ESOC@dla.mil. Product information is also available online at WebCATS at www.dscr.dla.mil/procurement/CATS/crri.htm

DEFENSE SUPPLY CENTER COLUMBUS
CERTIFIES NEW SUPPLIER FOR

Crystals, CRYSTAL OSCILLATORS

*New technology
provides more
reliable product
Smaller, lighter
and more
reliable crystals*

In May 2003, Defense Supply Center Columbus, Ohio, engineers certified Precision Devices Inc., (PDI) of Middleton, Wisc., to manufacture QPL-55310 Crystal Oscillators, QML-38534 Hybrid Microcircuits, and QPL-

3098 Crystals. PDI is already on contract with DSCC to supply QPL-3098 crystals.

PDI's new technology for crystal oscillators can produce smaller and lighter crystal oscillators that are more reliable. Crystal oscillators, used to tune-in to radio frequencies, have been built by hermetically sealing an assembly of unpackaged components (capacitors, microcircuit chips, crystals, etc.)

attached to screen-printed ceramic substrates. PDI's crystal oscillators are made with packaged state-of-the-art commercial plastic encapsulated microcircuits, canned crystals, and other surface mount components. All of these are soldered to a printed circuit board and finally hermetically sealed

in a metal package.

This new technology is an innovative merger of commercial and military manufacturing practices into a new "hybrid technology."

Some of the many NSNs associated with this approved lines are: 5955-00-7930; 5955-00-959-1192; 5955-01-360-2765; 2955-01-395-5789; 5962-01-360-2766; 5955-01-409-1928; and 5955-01-430-4565. ♦

▲ **For prices and other product information,** contact the DSCC Customer Contact (Call) Center at 614-692-2271, or 614-692-3191, Fax 614-692-1374 (DSN 850), or at e-mail addresses: DSCC.Callcenter@dla.mil, or DSCC.ESOC@dla.mil. Product information is also available online at WebCATS at www.dscr.dla.mil/procurement/CATS/cr.html.

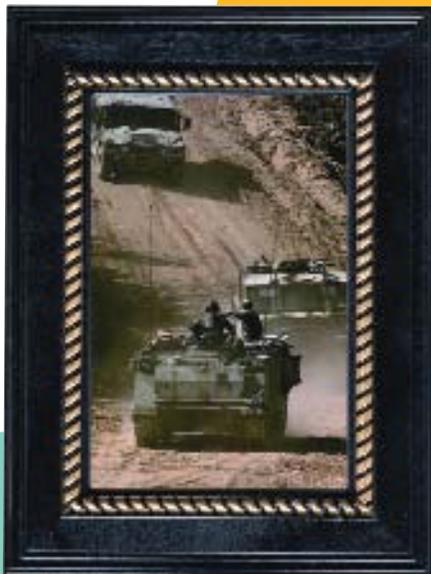
STOREFRONT

Frame it with Service Pride

Picture frames manufactured specifically for the Armed Services by people with severe disabilities at Eastern Carolina Vocational Center (ECVC) and provided under the Javits-Wagner-O'Day (JWOD) Program, allow members of the United States Army, Navy, Air Force and Marine Corps to frame their certificates and awards with service pride.

ECVC has provided training and/or employment to nearly 240 individuals with severe disabilities since 1967. In addition to picture frames, ECVC also manufactures, warehouses and distributes metal terminal lugs and packages and distributes nonrechargeable batteries for the federal

government. For the past eleven consecutive years, ECVC has achieved Quality Vendor status as a DLA supplier and for the past two years ECVC has shipped more than 20,000 orders per year while maintaining a vendor score of 100.

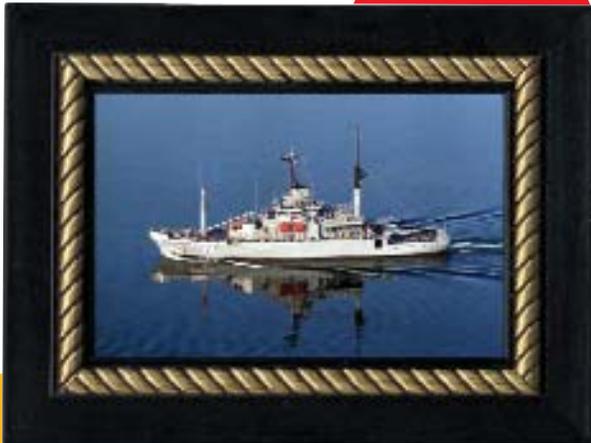


◀ **Frame, Picture, Army**

U.S. Army designated colors. Clear glass with clear coat protected black enamel finish hardwood molding with inside embossed (hot stamped foil) gold rope design measures 1-3/8" wide. Includes mat and saw-toothed aluminum hangers. Mounts on wall either vertically or horizontally.

- NSN: 7105-01-458-8209.....8" x 10", BX/12
- NSN: 7105-01-458-8210.....8.5" x 11", BX/12
- NSN: 7105-01-458-8212.....9" x 12", BX/12
- NSN: 7105-01-458-8211.....10" x 14", BX/12
- NSN: 7105-01-458-8213.....11" x 14", BX/12
- NSN: 7105-01-458-8230.....18" x 24", BX/6

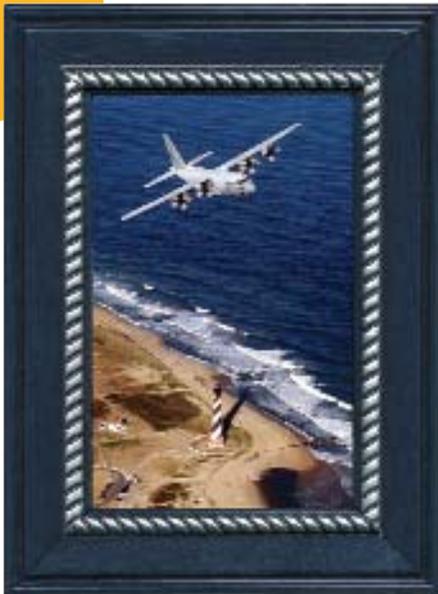




◀ **Frame, Picture, Navy**

U.S. Navy designated colors. Clear glass with clear coat protected Navy blue stain finish hardwood molding with inside embossed (hot stamped foil) gold rope design measures 1-3/8" wide. Includes mat and saw-toothed aluminum hangers. Mounts on wall either vertically or horizontally.

- NSN: 7105-01-458-8214.....8" x 10", BX/12
- NSN: 7105-01-458-8216.....8.5" x 11", BX/12
- NSN: 7105-01-458-8218.....9" x 12", BX/12
- NSN: 7105-01-458-8215.....10" x 14", BX/12
- NSN: 7105-01-458-8217.....11" x 14", BX/12
- NSN: 7105-01-458-8231.....18" x 24", BX/6



◀ **Frame, Picture, Air Force**

U.S. Air Force designated colors. Clear glass with clear coat protected, blue stain finish hardwood molding with inside embossed (hot stamped foil) silver rope design measures 1-3/8" wide. Includes mat and saw-toothed aluminum hangers.

Mounts on wall either vertically or horizontally.

- NSN: 7105-01-458-8220.....8" x 10", BX/12
- NSN: 7105-01-458-8219.....8.5" x 11", BX/12
- NSN: 7105-01-458-8221.....9" x 12", BX/12
- NSN: 7105-01-458-8223.....10" x 14", BX/12
- NSN: 7105-01-458-8222.....11" x 14", BX/12
- NSN: 7105-01-458-8229.....18" x 24", BX/6



◀ **Frame, Picture, USMC**

U.S. Marine Corps designated colors. Clear glass with clear coat protected, dark blue stain finish hardwood molding with scarlet piping; inside embossed (hot stamped foil) gold rope design measures 1-3/8" wide. Includes mat and saw-toothed aluminum hangers. Mounts on wall either vertically or horizontally.

- NSN: 7105-01-458-8224.....8" x 10", BX/12
- NSN: 7105-01-458-8226.....8.5" x 11", BX/12
- NSN: 7105-01-458-8225.....9" x 12", BX/12
- NSN: 7105-01-458-8228.....10" x 14", BX/12
- NSN: 7105-01-458-8227.....11" x 14", BX/12
- NSN: 7105-01-458-8232.....18" x 24", BX/6

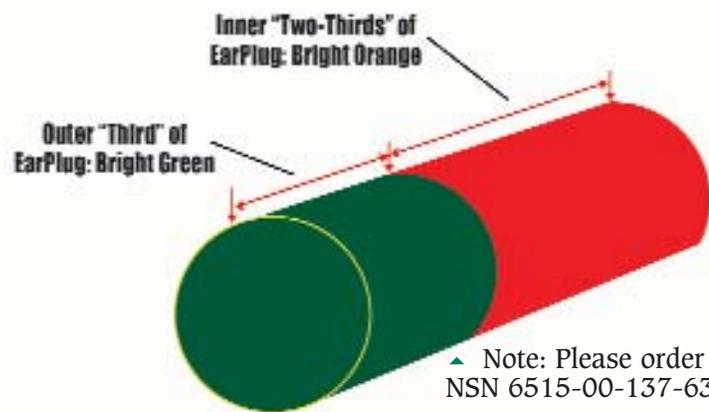
DSCP's Medical Directorate Offers Customers

The Defense Supply Center Philadelphia Medical Directorate's JWOD (Javits-Wagner-O'Day) supplier, New Dynamics Corporation, continues their drive toward continuous improvement on behalf of their customers. After extensive negotiations with DSCP, the Defense Logistics Agency, Military Service representatives, and commercial PVC foam suppliers, New Dynamics has created a new PVC foam earplug with the enhanced safety demanded by today's warfighter. This new improved earplug can still be ordered using NSN 6515-00-137-6345.

New Dynamics achieved this enhancement by making their new earplugs from a two-layer closed-cell PVC foam that's one-third "day-glo" green and two-thirds "day-glo" orange. This new design enhances safety by allowing Military Service safety specialists, industrial hygienists, and other cognizant Military Service safety personnel to determine the fit of an inserted earplug simply by looking at it. When inserted

Enhanced Earplug

ILLUSTRATION OF NEW EARPLUG MADE BY NEW DYNAMICS CORP.



according to the directions (inserted orange end first, green side facing out), if any orange is visible, the fit is incorrect. The fit is correct when only green is visible in the user's ear.

That means if any orange is showing, Military Service safety personnel can immediately alert the user and give guidance on the

proper procedure for inserting the earplugs in order to achieve maximum hearing protection. Ultimately, everyone using this product can be assured they're getting optimal hearing protection out in the field – where it counts!

Just remember – green end out, orange end in.



P2 PACK™

Pollution Prevention Pack
*Collapsible, Reusable Bulk Packaging System**



Reusable Corrugated Container

P2 Pack is a **performance** driven bulk packaging system that sets up easily and can be collapsed and returned for reuse. The sturdy, multi-wall construction provides increased protection for a variety of difficult to ship products.

Environmentally Friendly

P2 Pack is a 100% corrugated packaging system which requires no special sorting or handling for waste disposal.

Easy to Set Up – No nails

P2 Pack is lightweight and very easy to handle. The sturdy, collapsible corrugated container is attached to a Cordeck® corrugated pallet. This allows for true **four-way** entry and easy handling with a **forklift** or **pallet jack**.

Custom Designs

P2 Pack can be customized to meet your application.

Features and Benefits Include:

- Less waste - multiple reuse
- Save space - P2 Pack collapses for space reduction
- Save shipping costs - weighs much less than traditional bulk shippers and wood pallets
- Ergonomically friendly - easy to set up and knock-down for storage, reshipping, and reuse
- Environmentally friendly - corrugated P2 Pack is 100% recyclable
- Compatible with conveyor systems and material handling equipment
- USDA approved
- EU approved
- Meets guidelines in accordance with International Standards for Phytosanitary Measures of the IPPC

P2 PACK™

*Protected under U.S. Patent No. 5,934,474

A Cordeck® Product

Cordeck® pallets are not designed for use in unsupported racking systems.

For more information please contact:



Smurfit-Stone

Richard Owen, Sales Manager
1- 800-326-9330 ext. 571
2940 Reach Road Industrial Park
Williamsport, PA 17701-0097

Easy set up.
Easy handling.
Lightweight.



Four-way entry
with forklift or
pallet jack.



Compatible with
conveyor systems
and material-
handling equipment.



Multiple use.
Saves shipping cost.



100% recyclable.



Pollution Prevention Pack
*Collapsible, Reusable Bulk
Packaging System**

Department of Defense

Defense Supply Center, Philadelphia, PA
Supply Source SBI
Contract No. SP1500-02-D-0124
Donna Foglia, Item Manager
215 737 7418
FISN 444-7418
Tim Keller, Technical Support
215 737 7392
FISN 444-7392

NSN	Item	Length	Width	Depth
3990-01-467-1659*	P230	47.5	39.5	28
3990-01-467-1668*	P220	47.5	39.5	18
3990-01-467-1673*	P223	43.5	34.5	26
3990-01-467-1677	P212	39.5	23.5	23.5
3990-01-467-1681	P28	39.5	23.5	15
3990-01-467-1687	P25	28	20	16.75

*Protected under U. S. Patent No. 5,934,474

The P2 Pack was designed, developed, and tested under the
aegis of The National Partnership for Reinventing Government.

Gerald Clemens, NPIR Lab Director,
Defense Dept. Headquarters, Pennsylvania



WHO TO CALL

DIRECTORIES LISTING

A large, semi-transparent image of a diverse group of business professionals, including men and women in suits, gathered around a conference table. The image is faded and serves as a background for the text.

DCSO CSR
OCONUS
DLA-P
LNO

DCSO CSR DIRECTORY

NAME	DSN #	COM #	FAX #	BEEPER/CELL #	E-MAIL ADDRESS
Air Force Supv Stephanie Lopez	427-1507				
Langley AFB, VA Mitchell Phillip	EST (O hrs) 575-0715	(757) 225-0715	575-0110	C-(757) 329-5400	phillip.mitchell@langley.af.mil
Ogden ALC, UT Clare, Maryanne Landrie, Molly Martinez, Kathy	EST (-2 hrs) 777-4498 777-0336 777-6654	(801) 777-4498 (801) 777-0336 (801) 777-6654	(775) 587-1549 777-7038 775-218-7993	C-(801) 309-5576 C-(801) 309-4584 C-(801) 390-6502	maryanne.clare@dla.mil molly.landrie@ddc.dla.mil kathy.martinez@dla.mil
Oklahoma City ALC, OK Cindle, Patricia Cline, Kaye Gary, Teri	EST (-1 hrs) 336-5611 339-2701 339-7362	(405) 736-5611 (405)739-2701 (405) 739-7362	339-7359 339-7359 339-7359	C-(405) 816-4013 C-(405) 816-6334 C-(405) 819-4853	patricia.cindle@dla.mil kcline@dla.mil teri.gary@dla.mil
San Antonio ALC, TX Vacant	EST (-1 hrs)				
Scott AFB, IL (HQ, AMC) Ebeler, Bill AMC/IRSS-(MT/TH) AMC/LGS-(W/F)	EST (-1 hrs) 779-8381 779-2650	(618) 229-8381 (618) 229-2650	779-7321 799-4878	(314) 497-2803	bill_ebeler@hq.dla.mil william.ebeler@scott.af.mil
Warner Robins ALC, GA Collins, Mindy Gilliland, Steve Soisson, Steve	EST (O hrs) 468-0505 468-7193 468-7181	(478) 926-0505 (478) 926-7193 (478) 926-7181	468-3626 468-3626 468-3626	C-(478) 335-7906 C-(478) 335-7928 C-(478) 335-7921	melinda.collins@robins.af.mil Thaddeus.Gilliland@robins.af.mil Steven.Soisson@robins.af.mil
Wright-Patterson AFB, OH (AFMC) EST Bertleff, Alfred	EST (O hrs) 787-8576	(937) 257-8576	787-4244	(937) 422-4359	Alfred.Bertleff@wpafb.af.mil
Army-ICP/Maintenance Supv Shelby Hanson	427-7501/				
AMC, VA Vacant	EST (O hrs) 767-9272	(703) 617-9272	767-5094	(703) 867-8204 (703) 869-9367	
Anniston Army Depot, AL Evans, Micki Johnson, David	EST (-1 hrs) 571-4327 571-5160	(256) 235-4327 (256) 741-5160	571-6712 571-6712	C-(252) 259-1864 C-(205) 821-8308	evansm@anad.army.mil JohnsonH@anad.army.mil
Corpus Christi AD, TX DeMaris, Melody	EST (-1 hrs) 861-2009	(361) 961-2009	861-2086	(361) 658-7483	mdemaris@ccad.army.mil
Ft. Monmouth, NJ (CECOM) EST Griffin, Christine	EST (O hrs) 992-1391	(732) 532-1391	992-9612	(732) 768-0154	christine.griffin@mail1.monmouth.army.mil
Letterkenny Stewart, John	570-8892	(717) 267-8892	570-8035	(614) 353-9802	john.stewart3@emh1.lead.army.mil

Who to call

DCSO CSR DIRECTORY (con't.)

NAME	DSN #	COM #	FAX #	BEEPER/CELL #	E-MAIL ADDRESS
Red River Army Depot, TX Toland, Glinda	EST (-1 hrs) 829-4498	(903) 334-4498	829-3183	(616) 274-7461	Glinda.Toland@redriver-ex.army.mil
Redstone Arsenal, AL (AMCOM) EST (-1 hrs)					
Moore, Jeff	746-2965	(256) 876-2965	645-0192	(256) 289-9086	Jeffery.Moore@redstone.army.mil
Oglesby, Ann	788-6403	(256) 842-6403	645-0192	(256) 289-9664	ann.oglesby@redstone.army.mil
Rock Island, IL (TACOM) EST (-1 hrs)					
Rowe-Leach, Rose	793-5970	(309) 782-5970	793-6701	(309) 269-4149	rowe-leachr@ria.army.mil
Tobyhanna Army Depot, PA EST (0 hrs)					
Malinak, Mark	795-6651	(570) 895-6651	795-7891	(484) 903-7924	mark.malinak@tobyhanna.army.mil
Warren, MI (TACOM) EST (0 hrs)					
Keller, Gretchen	786-3989	(810) 574-3989	786-6323	(810) 945-8399	kellerg@tacom.army.mil
Rieder, Suzanne	786-6392	(810) 574-6392	786-6323	(810) 491-0139	rieders@tacom.army.mil
Army-Operational Supv Robin Champ	427-1514			(703)-587-0807	
Fort Bragg, NC EST (0 hrs)					
Fleenor, Mike	236-9904	(910) 396-9904	239-5274	(910) 551-4830	fleenorm@bragg.army.mil
Smith, Ladonna MSGT	236-9505	(910) 396-9505	239-5274	(910) 551-4829	smithld@bragg.army.mil
Fort Campbell, KY EST (-1 hrs)					
Stephens, Martha	635-6927	(270) 798-6927	635-3730	(931) 302-4705	stephensm@campbell.army.mil
Fort Carson, CO EST (-2 hrs)					
Campbell, Judy	691-5483	(719) 526-5483	883-0411	(719) 210-9672	judith.campbell@carson.army.mil
Fort Drum, NY EST (0 hrs)					
Davies, Paul	772-9656	(315) 772-9656	772-4184	(315) 489-9128	Paul.Davies@drum.army.mil]
Fort Hood, TX EST (-1 hrs)					
Alvarez, Benjamin	737-0396	(254) 287-0396	566-5158	(254) 371-4054	benjamin.alvarez@hood.army.mil
Greene, Linda	737-0399	(254) 287-0399	566-5158	(254) 371-4053	linda.greene@hood.army.mil
Fort Irwin, CA (NTC) EST (-3 hrs)					
Martinez, Louis	470-6046	(760) 380-6046	470-6096	(760) 486-1950	louis.martinez@irwin.army.mil
Fort Lewis, WA EST (-3 hrs)					
Vincent, Vince	357-7458	(253) 967-7458	357-7642	(253) 861-7573	vincentv@lewis.army.mil

DCSO CSR DIRECTORY (con't.)

NAME	DSN #	COM #	FAX #	BEEPER/CELL #	E-MAIL ADDRESS
Fort Riley, KS Cullen, Christopher	EST (-1 hrs) 856-4446	(785) 239-4446	856-1758	(785) 341-0270	christopher.cullen@riley.army.mil
Fort Stewart, GA Wilson, Kathy	EST (0 hrs) 870-2937	(912) 767-2937	870-5303	(912) 596-2743	kathy.wilson@stewart.army.mil
Ft. McPherson, GA (FORSCOM) EST (0 hrs) Greene, Phil	367-6595	(404) 464-6595	367-6750	(404) 849-2826	greenep@forscom.army.mil
Ft. Monroe, VA (TRADOC) EST (0 hrs) Hammond, Les	680-5007	(757) 788-5007	680-3085	(757) 593-3172	hammondlw@monroe.army.mil
Marine Corps Supv Jackie Bailey	427-1508			(301) 305-8070	
Albany, GA (MATCOM) Vacant	EST (0 hrs) 567-7302	(229) 639-7302	567-5111		
Albany, GA (MCLB) Kowalski, Pat	EST (0 hrs) 567-6570	(229) 639-6570	567-6610	(229) 291-7656	kowalskip@matcom.usmc.mil
Camp Lejeune, NC Bartley, William	EST (0 hrs) 751-0136	(910)451-0136	751-5207	(910) 381-2489	bartleyw@2fssg.usmc.mil
Camp Pendleton, CA (MCB) EST (-3 hrs) Haynes, Barry	365-8191	(760) 725-8191	365-0933	(760) 521-3428	HaynesBC@1fssg.usmc.mil
New Orleans LaTour, John	678-5467	(504) 678-5467	678-1515		LatourJ@MFR.USMC.MIL
Quantico, VA (USMC) Morton, Alexander	EST (0 hrs) 278-5814	(703) 784-5814	278-3741	(703) 863-4023	mortonaw@mcsc.usmc.mil
Navy Supv Shanna Poole	427-1120			(540) 446-6659	
Mechanicsburg, PA (NAVICP) EST (0 hrs) Duncan, Roxy Freeman, Charles	430-3053 430-7508	(717) 605-3053 (717) 605-7508	430-8253 430-1847	(717) 386-7500 (717) 386-3971	rochelle_m_duncan@icpmech.navy.mil charles_freeman@icpmech.navy.mil
Norfolk, VA Fisher, Tracy	EST (0 hrs) 262-3385	(757) 322-3385	565-1950	C-(757) 581-2354	fisherts@cna1.navy.mil
Norfolk, VA (COMSUBLANT) EST (0 hrs) Harris, Patsy	836-1413	(757) 836-1413	836-1398	(757) 581-8472	harrispg@hq.sublant.navy.mil

Who to call

DCSO CSR DIRECTORY (con't.)

NAME	DSN #	COM #	FAX #	BEEPER/CELL #	E-MAIL ADDRESS
Portsmouth, NH Sabin, Jim					
Portsmouth, VA (Naval Shipyard) EST (0 hrs) Northern-Eley, Pamela	961-8411	(757) 396-8411	961-8417	(757) 582-9657	nortnerleyp1@nnsy.navy.mil
Puget Sound, WA (FISC) Phillips, Denny	439-0290	(360) 476-0290	439-1337		Denny.Phillips@dla.mil
San Diego, CA (AIRPAC) EST (-3 hrs) DeLong, Tom	577-7355	(619) 767-7355	735-5465		delong.tommy@cnap.navy.mil
Washington Naval Yard, DC(NAVSEA) EST (0 hrs) Vacant					
Whidbey, WA/Puget Sound, WA (FISC) EST (-3 hrs) Vacant	439-0290	(360) 476-0290	439-1337		
Navy Supv Steve St-John	427-1496			(540) 522-7256	
Cherry Point, NC (NADEP) EST (0 hrs) Wakely, Gayenelle	451-9671	(252) 464-9671	451-8022	(252) 259-1863	wakelygr@navair.navy.mil
Jacksonville, FL (NADEP/NAS) EST (0 hrs) Coover, Tom Miles, Lester	942-2603 ext. 318 942-3258 ext. 316	(904) 542-2603 ext. 318 (904) 542-3258 ext. 316	942-5865 942-5865	(904) 535-7478 (904) 535-7473	cooverte@navair.navy.mil mileslj@navair.navy.mil
Lemoore, CA EST (-3 hrs) West, Jerry	949-2461	(559) 998-2461	949-1452	(559) 308-9528	jerry.west@navy.mil
Oceana, Virginia Beach, VA Smyczynski, Daniel	433-3476	(757) 433-3476	433-2863		smyczynskid@nasoceana.navy.mil
Patuxent River, MD (NAVAIR) EST (0 hrs) Newbold, Cheryl	757-8694	(301) 757-8694	757-8451		newboldcf@navair.navy.mil
Philadelphia, PA (NAVICP) EST (0 hrs) Buckman, Richard Grimm, David	442-5278 442-4797	(215) 697-5278 (215) 697-4797	442-4965 442-4767	(609) 254-8754 (856) 982-8552	richard_buckman@icpphil.navy.mil david_grimm@icpphil.navy.mil
San Diego, CA (NADEP) EST (-3 hrs) White, Wayne	735-2485	(619) 545-2485	735-4501	(619) 829-9914	whitehw@navair.navy.mil White.Howard@CNP.navy.mil
San Diego, CA (NADEP) EST (-3 hrs) Sheldon, Connie	735-4181	(619) 545-4181	735-3301	(619) 865-8826	sheldonc@navair.navy.mil

OCONUS DIRECTORY

NAME	DSN #	COM #	FAX #	E-MAIL ADDRESS
DLA EUROPE (DLA-E) Wiesbaden, Germany (+6 hours)				
COMMANDER Mintus, David, Col	314-338-7601	011-49-611-380-7601	011-49-611-380-7620	dmintus@europe.dla.mil
DEPUTY COMMANDER Burch, Earl	314-338-7601	011-49-611-380-7601	011-49-611-380-7620	eburch@europe.dla.mil
CSR DIVISION CHIEF Brazier, Percy	314-338-7617	011-49-611-380-7617	011-49-611-380-7620	pbrazier@europe.dla.mil
CSR DIVISION ANALYST Henderson, Sam	314-338-7999	011-49-611-380-7999	011-49-611-380-7620	Samuel.Henderson@europe.dla.mil
1st ID, Wiesbaden, Germany (+6 hours)				
Hedgeman, Curtis	314-337-4442	011-49-611-705-4442	011-49-611-705-4443	chedgeman@europe.dla.mil
				curtis.hedgeman@hq.1ad.a
3rd COSCOM, Wiesbaden, Germany (+6 hours)				
Savvsky, Myron	314-337-7246	011-49-611-705-7246	011-49-611-705-5862	msavvsky@europe.dla.mil
EUCOM J4 -LNO, Stuttgart, Germany (+6 hours)				
Johnston, George	314-430-5371	011-49-711-680-5371	011-49-711-680-5038	johnstog@eucom.mil
Chapman, David Lt Col (S)	314-430-5039	011-49-711-680-5039	011-49-711-680-5038	chapmand@eucom.mil
1st AD, Kitzingen, Germany (+6 hours)				
Vacant	314-355-8168	011-49-9321-305-8168	011-49-9321-3058146	
21st TSC, Kaiserslautern, Germany (+6 hours)				
Stidhams, Tim	314-490-7736	011-49-631-413-8839	011-49-631-413-7884	Timothy.Stidhams@hq.21tsc.army.mil
Heidelberg, Germany (+6 hours)				
Hansen, Richard, Lt Col	314-370-6405	011-49-6221-57-6405	011-49-6221-57-3156	richard.hansen@hq.hqusaure.army.mil
HQ, USAFE, Ramstein, Germany (+6 hours)				
Willyard, Kathy	314-480-3176	011-49-6371-47-3176	011-49-6371-47-7748	kwillyard@europe.dla.mil
				kathy.willyard@ramstein.af.mil
RSS (USAFE), Sembach, Germany (+6 hours)				
Collins, Mindy	314-496-7288	011-49-630-267-7288	011-49-630-267-7341	melinda.collins@sembach.af.mil
Seckenheim, Germany (+6 hours)				
Lilly, Adrian				
Lakenheath, England (+6 hours)				
Kincaid, Robert				
Naples, Italy (+6 hours)				
Crawford, Steve	314-626-3223	011-39-081-568-3223	011-39-081-568-4685	crozier@med.naples.navy.mil
LNO, Naples, Italy (+6 hours)				
Crozier, Stan CDR	314-626-3223	011-39-081-568-3223	011-39-081-568-4685	
Sigonella, Italy (+6 hours)				
Newlon, Ray	314-624-5016	011-39-095-865016	314-624-6749	Newlon@nassig.sicily.navy.mil

Who to call

DLA-P DIRECTORY

NAME	DSN #	COM #	FAX #	E-MAIL ADDRESS
DLA PACIFIC (DLA-P) Taegu, Korea (+14 hours)				
Aaron, Stephanie	315-764-3702	011-82-53-0470-3702	315-730-3414	stephanie.aaron@dla.mil
Parker, William	315-764-3845	011-82-53-4470-3845	315-730-3414	william.parker@dla.mil
COMMANDER Iskra, Christopher, COL	315-764-3700	011-82-53-470-3700	315-764-3778	iskrac@usfk.korea.army.mil
DEPUTY COMMANDER Crawford, Rob	315-764-3770	011-82-53-470-3770	315-764-3778	crawfordrr@usfk.korea.army.mil
EXECUTIVE ASSISTANT Peek, William	315-764-3702	011-82-53-470-3702	315-764-3778	peekw@usfk.korea.army.mil
Camp Walker, Daegu, Korea (+14 hours)				
Lannom, Donald	315-764-3772	011-82-53-470-3772	315-764-3778	donald.lannom@dla.mil
Ellis, Donald	315-764-3797	011-82-53-470-3797	315-764-3778	donald.ellis@dla.mil
Schorr, Thomas	315-764-3700	011-82-53-470-3700	315-764-3778	thomas.schorr@dla.mil
Herrmann, Thomas	315-764-3701	011-82-53-470-3701	315-764-3778	thomas.herrmann@dla.mil
Jenkins, James	315-764-3795	011-82-53-470-3795	315-764-3778	james.p.jenkins@dla.mil
Brown, Joseph	315-764-3793	011-82-53-470-3793	315-764-3778	joseph.brown@dla.mil
Camp Casey, Tongduchon, Korea (+14 hours)				
Yune, Yuri	315-730-3406	011-82-31-869-3406	315-730-3414	yuney@usfk.korea.army.mil
Pearl Harbor, HI (-5 hours)				
SENIOR CSR Quinn, Stephen	315-474-2962	(808) 474-2962	315-471-5512	stephen.quinn@pacific.dla.mil
SENIOR PLANNER Sandlin, George	315-477-1245	(808) 477-1245	315-477-1246	george.sandlin@pacific.dla.mil
Munson, Charles	315-474-2961	(808) 474-2961	315-471-5512	charles.munson@pacific.dla.mil
Camp Smith, HI (PACOM LNO) (-5 hours)				
Frenzel, Al	315-477-6484	(808) 477-6484	315-477-1246	al.frenzel@pacific.dla.mil
Schofield Barracks, HI (-5 hours)				
Strickland, Deborah	315-456-0859	(808) 656-0859	315-456-2707	dlacsr@schofield.army.mil
Alaska Elmendorf, AK (-5 hours)				
Stemple, Frank	317-552-6624	(907) 552-6624	317-552-6623	frederick.stemple@dla.mil
Elmendorf AFB, AL (-4 hours)				
Vacant	317-552-6624	(907) 552-6624	317-552-6623	
Japan, Okinawa (+14 hours)				
Wright, Steven	315-637-3330	011-81-611-737-3330	315-637-3626	wrightsd@3fssg.usmc.mil
Japan, Yokosuka (+14 hours)				
Woods, Hubert	315-243-6106	011-81-616-043-6106	315-243-9009	hwoods@ddc.dla.mil
Japan, Yokota (USFJ LNO) (+14 hours)				
Woody, Phillip, Maj	315-225-2475	011-81-311-755-2475	315-225-4709	woody.phillip@usfj.yokota.af.mil
Yongsan, Garrison, Korea, Seoul (USFJ LNO) (+14 hours)				
Bond, Craig, Lt Col	315-723-3259	011-82-02-7913-3259	315-723-5575	bondc@usfk.korea.army.mil
Siegling, Evan	315-723-3256	011-82-02-7913-3256	315-723-3261	sieglinge@usfk.korea.army.mil

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USCENTCOM/US Bennett, William B.	651-2165	(813) 827-2165	968-5820	(813) 785-7224	bennetwb@centcom.mil
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USTRANSCOM Dee, Charles	779-1536	(618) 229-1536	576-3493	(618) 210-4855	charles.dee@hq.transcom.mil
USSOUTHCOM Diaz, Roy	(312) 567-1402	(305) 437-1402	(312) 567-1440	(305) 299-3886	
USPACOM Frenzel, AL	315-477-1245	(808) 477-1245	(808) 477-1246		al.frenzel@pacific.dla.mil
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JCS Goldenberg, Phyllisa	227-0744	(703) 697-0744	(703) 614-2569	(800) 206-1429	phyllisa.goldenberg@js.pentagon.mil
USEUCOM Johnston, George	314-430-5371	011-49-711-	011-49-711-		johnstog@eucom.mil
USPACOM Sandlin, George LtCol	315-477-1242	(808) 477-1242	(808) 477-1246		george.sandlin@pacific.dla.mil
USJFCOM Wyche, Rodney	836-0160	(757) 836-0160	(757) 836-5230	(757) 635-1474	wyche@jfc.com.mil

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